

Ombuds Office

Come with a problem. Leave with a plan.

Presented by: Lauren Bloom, MA, MSSW, CO-OP

Director and Ombuds

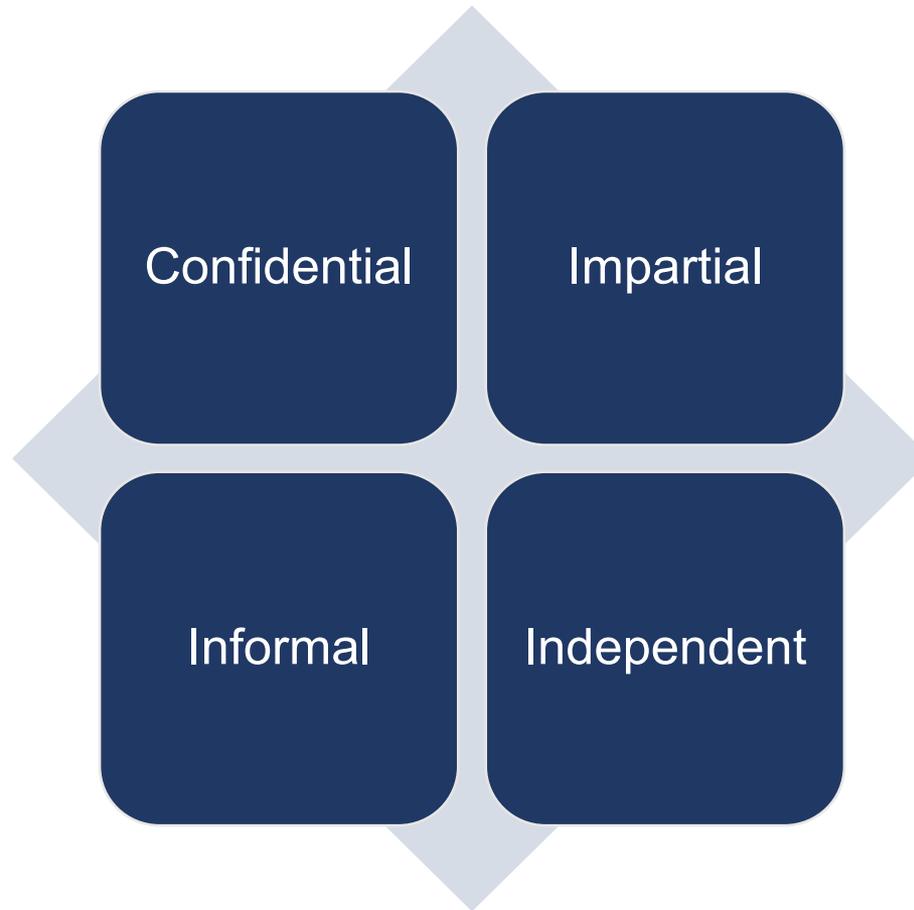
Tuesday, September 19, 2023

New Faculty Orientation

Overview and Mission Statement

The Ombuds Office is an informal and confidential resource designed to help members of the UC Davis, UC Davis Health (UCDH), and UC Agriculture and Natural Resources (UC ANR) communities successfully navigate conflict. Our mission is to provide **a safe place to discover pathways for conflict management and problem** solving in support of fair and collaborative professional and academic experiences in a diverse and changing world.

Guiding Principles



International Ombuds Association Ethical Principles

Ombuds Services



Individual Meetings



Mediation and Group Work



Systemic and Trend Feedback



Information Sessions



Community-Wide Workshops and Tailored Trainings

Conflict Competence Workshops

Faculty and staff topics include:

- Conflict Competence for Managers and Supervisors
- Conflict Competence for Staff
- Listening to Be Heard
- Creative Problem Solving in the Workplace
- From Bystander to Upstander
- Civility and Respectful Communication
- Navigating Conflicts for Successful Collaborations
- Getting to the Root of Group Conflict
- Constructive Feedback for Positive Change

Student topics include:

- Navigating Difficult Dialogues
- Facilitating Difficult Conversations
- Conflict Competence for Graduate Students and Postdocs

Workshop Effectiveness Survey

94% responded “I feel more confident in my ability to manage or resolve a conflict at work because of the tools and skills I gained from the workshop.”

87% of respondents stated it was true that “I have been able to apply the tools and skills I gained from the Ombuds workshop to more effectively manage a conflict at UCD.”

“Communication problems with my supervisor were resolved using some of the tools provided.” *(Staff Manager/Supervisor, Ombuds Workshop Effectiveness Over Time Survey, Feb 2022)*

Data from Ombuds Workshop Effectiveness Over Time Survey. A survey was sent by email on February 23, 2022 to 614 participants in Ombuds Office workshops from July 2020-February 2022. Link to survey: <https://airtable.com/shrAlfLLuOnyM9Kka>

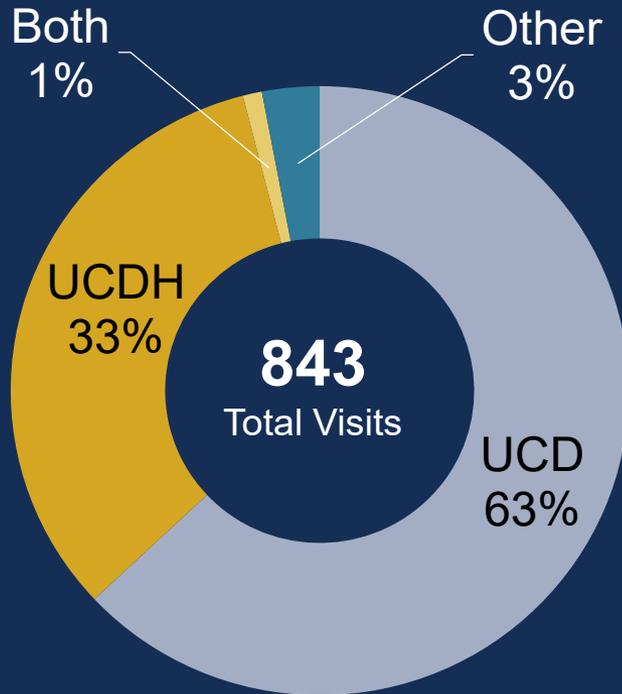
Common Topics of Concern for Faculty

- Merit reviews and the step process
- Departmental hiring decisions
- Graduate student issues.
- Curriculum consideration
- Teaching and service assignments
- Scholarly expectations
- Space distribution
- Collegial communication

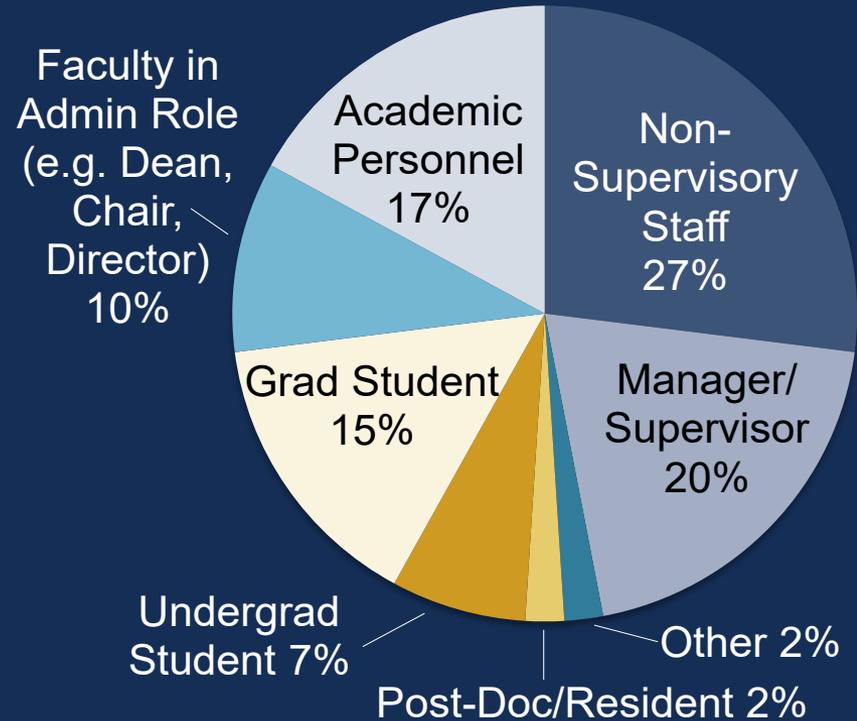
“Conflict competence is the ability to develop and use **cognitive, emotional, and behavioral skills** that enhance productive outcomes of conflict while reducing the likelihood of escalation or harm. The results of conflict competence include improved quality of relationships, creative solutions, and lasting agreements for addressing challenges and opportunities in the future. As with all competencies, people can learn ways to improve, change, and develop.”

Mediation Training Institute, Conflict Dynamics Profile, Eckerd College Leadership Development Institute, <http://www.conflictdynamics.org/blog/2013/11/conflict-competence/>, 2021.

Visits by Campus



Visitor Status



The Ombuds Office handled 573 new cases, 253 repeat visits, and 17 mediations, totaling 843 confidential visits. Case visits are typically scheduled for 90 minutes and mediations for 3 hours.

Ombuds Office Updates



Sign-up to receive updates about our workshop offerings, tip sheets and more!

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Davis Campus

3rd & A Building
207 Third St.
Suite 220
Tel. 530.754.7233

Sacramento Campus

Davis I Building
2360 Stockton Blvd.
Suite 1300
Tel. 916.734.1600

For additional information, please visit our website: ombuds.ucdavis.edu

A note about email: To protect confidentiality, the Ombuds does not keep records. The best way to schedule is by phone, but if you choose to email we do not retain the email or respond to content.