UC DAVIS
OMBUDS OFFICE
Come with a problem.
Leave with a plan.

Staff & Faculty
Virtual Workshops
2023 - 2024

CONFLICT COMPETENCE FOR MANAGERS AND SUPERVISORS

Two-Day Course: Thursdays, August 17 & 24, 2023, 8:30am – 12pm
Thursdays, January 18 & 25, 2024, 8:30am – 12pm

Learn to manage conflicts and navigate interpersonal dynamics as a team leader.

CONFLICT COMPETENCE FOR STAFF

Wednesday, October 4, 2023, 9am – 12pm
Thursday, February 15, 2024, 9am – 12pm

Learn to prevent and resolve conflicts with colleagues and managers, including communicating your needs successfully and lowering others' defenses.

CONFLICT COMPETENCE: LISTENING TO BE HEARD

Wednesday, November 1, 2023, 9am – 11am
Thursday, May 2, 2024, 9am – 11am

Learn to lower defensiveness around tense topics, listen for understanding and help others feel heard.

CONFLICT COMPETENCE: CONSTRUCTIVE FEEDBACK FOR POSITIVE CHANGE

Wednesday, December 6, 2023, 9am – 11am
Wednesday, April 17, 2024, 9am – 11am

Learn to employ different types of feedback, craft effective feedback, identify feedback triggers and receive feedback skillfully.

CONFLICT COMPETENCE: FROM BYSTANDER TO UPSTANDER

Wednesday, September 13, 2023, 9am – 11am
Tuesday, March 5, 2024, 9am – 11am

Learn strategies to support colleagues and address incivility and micro or macro aggressions in the workplace.

CONFLICT COMPETENCE: CREATIVE PROBLEM SOLVING IN THE WORKPLACE

Tuesday, October 24, 2023, 12pm – 1pm
Wednesday, March 20, 2024, 12pm – 1pm

Learn to generate solutions that meet your needs in complex situations.

CONFLICT COMPETENCE: GETTING TO THE ROOT OF GROUP CONFLICT

Thursday, November 30, 2023, 12pm – 1pm
Tuesday, June 4, 2024, 12pm – 1pm

Learn to identify and address hidden sources of group conflict.

Scan for more staff and faculty course dates and registration information!

Nursing CE credits available for Conflict Competence courses!

Updated March 2023

The Ombuds Office can help you confidentially navigate concerns or conflicts. To learn more, give us a call or visit our website.

(530) 754-7233 / (916) 734-1600
ombuds.ucdavis.edu/training