

Ombuds Office

Overview of Services

Fiscal Year 2022-2023 Highlights

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

Director and Ombuds

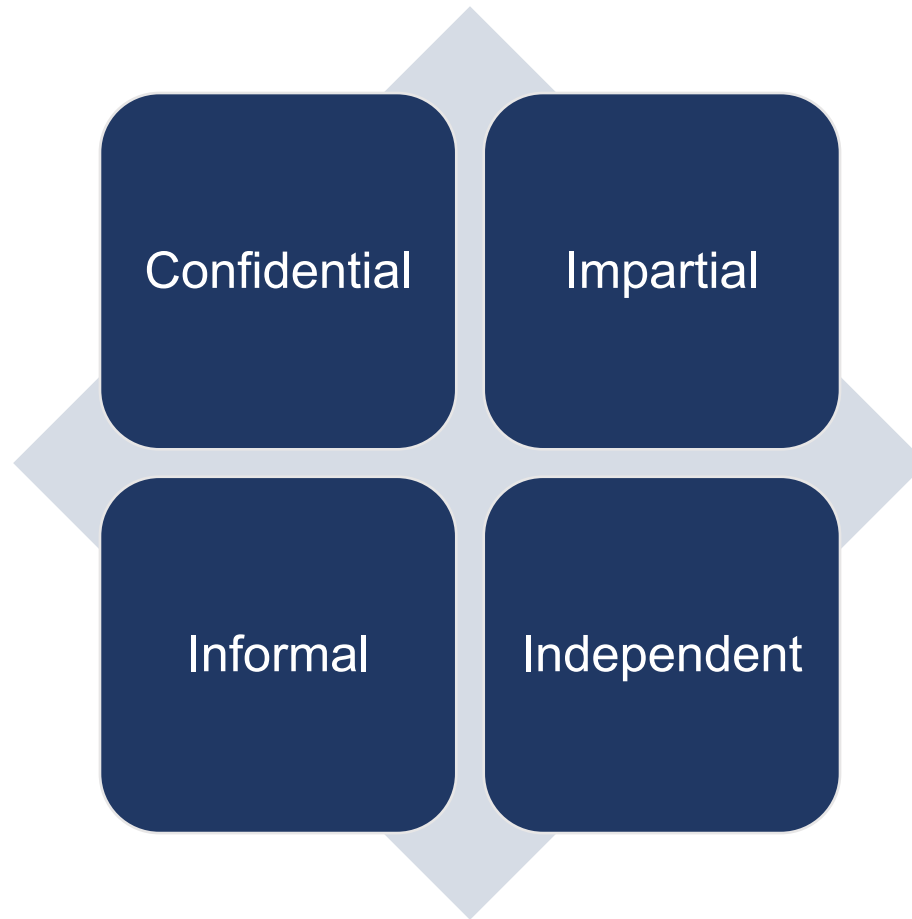
Tuesday, February 13, 2024

UC Davis Staff Assembly

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



Community-Wide Workshops and Tailored Trainings



Information Sessions



Systemic and Trend Feedback

Education, Mediations, Group Conflicts

51 Trainings | **55** Presentations | **8** Tabling Events

65 Meetings with Leaders

10 Mediations | **25** Group Conflicts

Training feedback survey responses indicated that:

- **99%** of participants agreed that “the course was valuable; I will apply what I learned on the job”
- **100%** of participants said yes to “I would recommend this course to my colleagues”
- **90%** of participants attended the course to “enhance on-the-job performance” or for a “professional growth opportunity”

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
- Team Dynamics and Trust
- 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

Upcoming 2024 Workshops

Conflict Competence for Staff

Feb 15, 2024

Conflict Competence: From Bystander to Upstander (for Staff and Faculty)

Mar 5, 2024

Conflict Competence: Creative Problem Solving in the Workplace (for Staff and Faculty)

Mar 21, 2024

Conflict Competence: Communicating Effectively Through Difference (for Clinical Faculty and Health Professionals)

Mar 22, 2024

Conflict Competence: Transforming Negativity in the Workplace (for Staff and Faculty)

Apr 2, 2024

To register or find additional dates, visit lms.ucdavis.edu.

“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.

Workshop Effectiveness Survey

96%

“I am **more confident** in my ability to manage conflict/concerns where I work/study because of the tools and skills I gained from the Ombuds workshop(s).”

77%

“I have been **able to apply** the tools and skills I gained from the Ombuds workshop(s) to more effectively manage a conflict/concern where I work/study.”

*Of respondents who responded false, 84% "haven't had the opportunity."

Select Comments

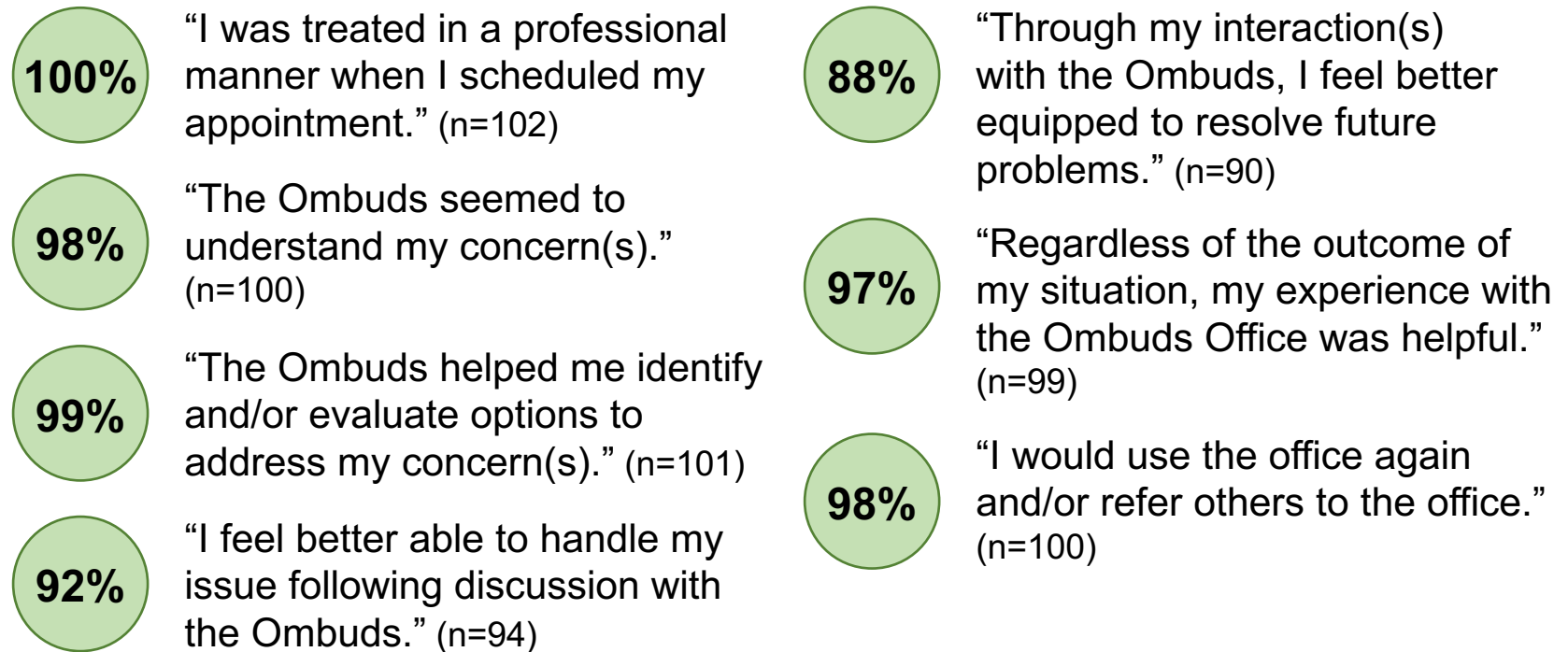
Upstander training gave me several tools which are **helpful in both clinical and work meeting scenarios.** (Faculty/Academic Personnel)

Had an incident with an irate co-worker and was able to think...from what I learned. **Made me stop and think before I reacted.** (Staff Non-Manager)

Data from Ombuds Workshop Effectiveness Over Time Survey. A survey was sent by email on March 22, 2023 to 458 participants in Ombuds Office workshops from March 2022-March 2023. Link to survey: <https://airtable.com/appdwzHdgErhklaUp/shrc6okJPdmo5V718>

Visitor Feedback Data

In FY 22-23, the Ombuds Office was in the first full year of offering all confidential visitors a chance to fill out a feedback survey. Here was the data out of 102 total responses:



FY 2022-23 Data captured from anonymous feedback form offered to all visitors.

Feedback Highlights

It helped **immensely** to talk through a tough situation . . . with someone who is impartial but who is also clearly listening, . . . **An entirely helpful, refreshing, and eye-opening experience.**

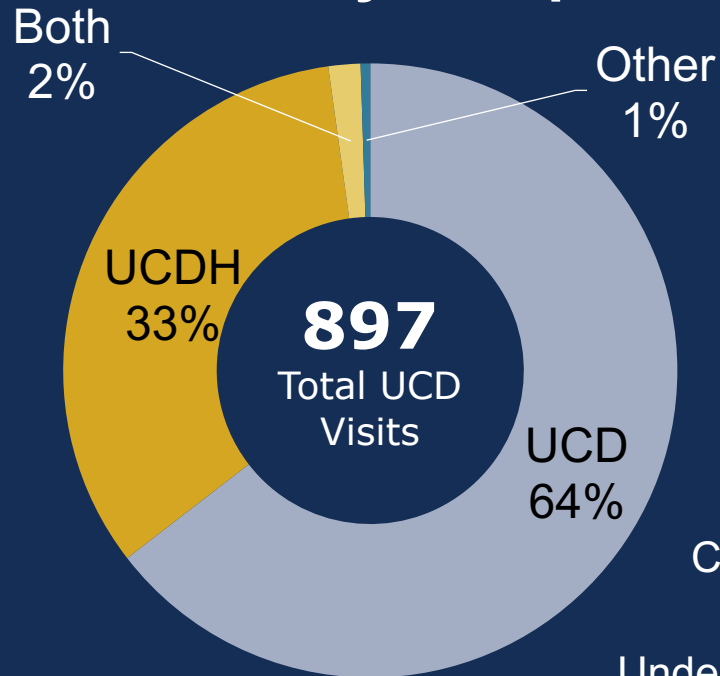


I left my appointment feeling more confident about myself as a leader, a colleague, and - frankly - a human. **The impact is immediate.**

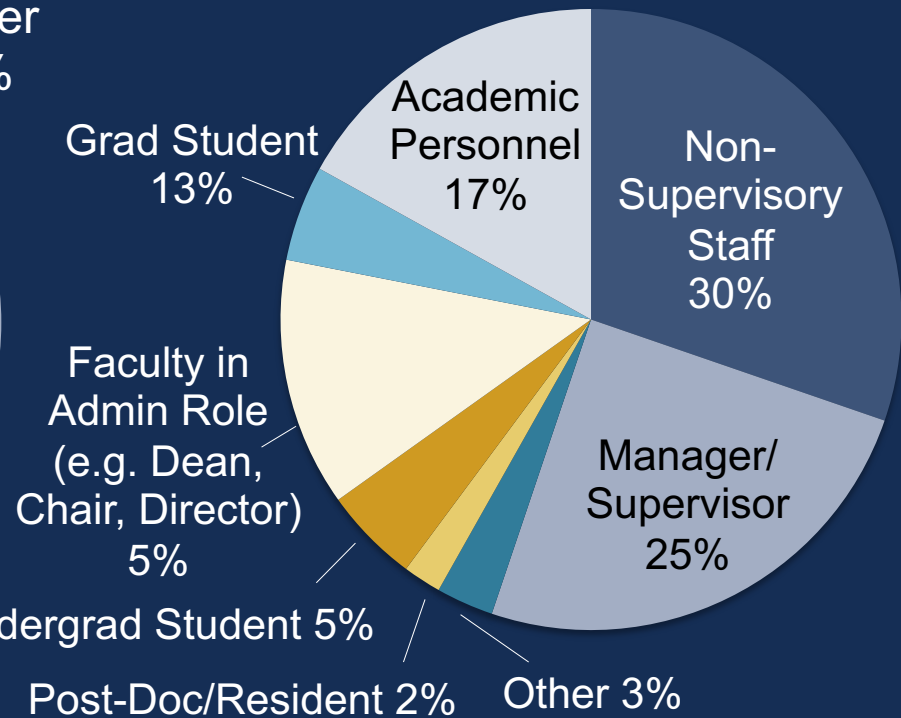


FY 2022-23 Data captured from anonymous feedback form offered to all visitors.

Visits by Campus



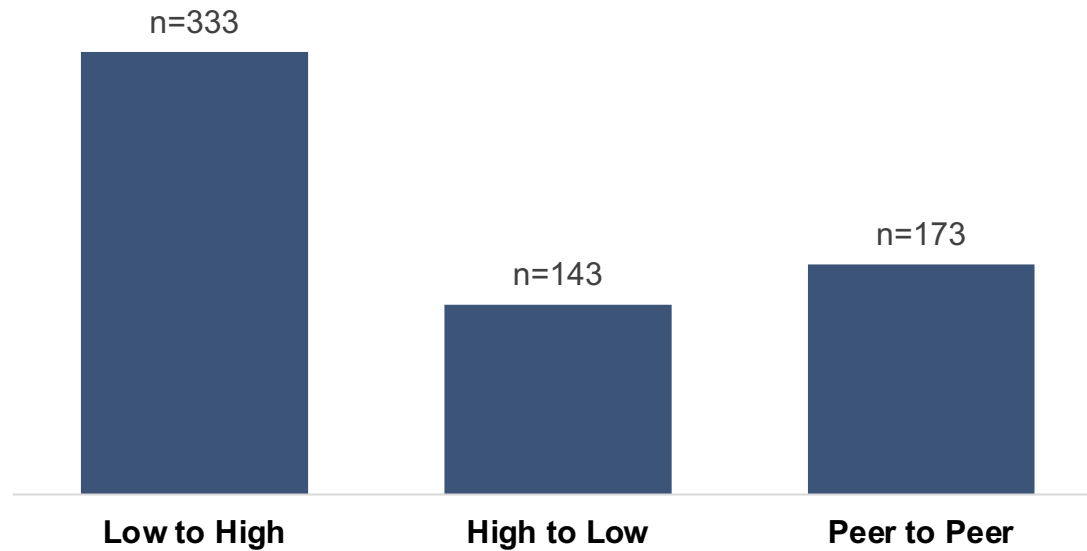
Visitor Status



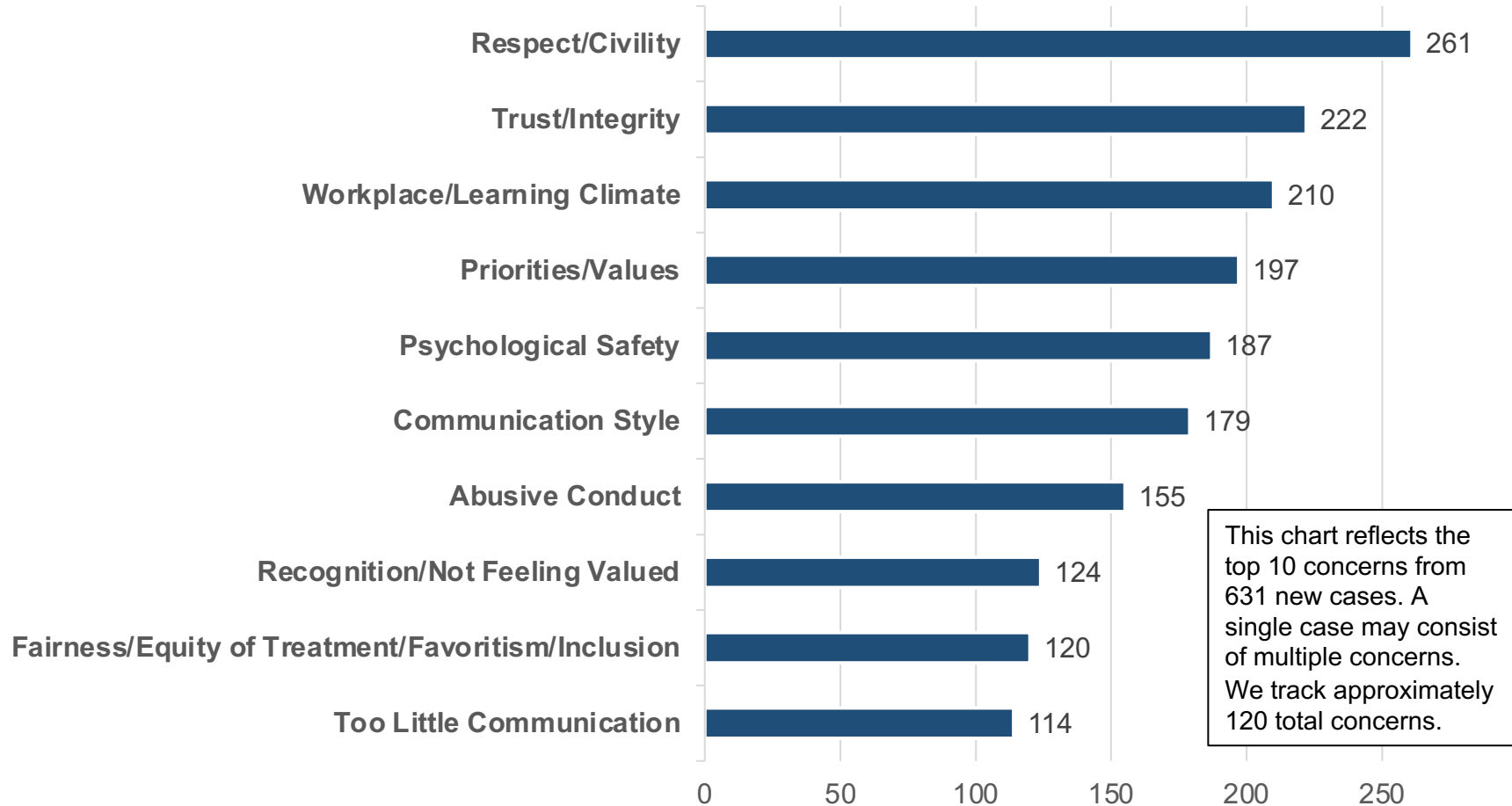
The Ombuds Office handled 631 new cases, 257 repeat visits, and 9 mediations, totaling 897 confidential visits. The office also handled 1 asynchronous mediation and 42 additional ANR visits. Case visits are typically scheduled for 90 minutes and mediations for 3 hours.

Case Power Dynamic

This data reflects the power dynamic between the visitor and the person(s) with whom they are in conflict. A single case may contain multiple power dynamics. In some cases, this measure was not applicable, such as when issues relate to self, policies, processes, and needs assessment.



Top 10 Concerns



Ombuds Office Staff



Lauren Bloom
MA, MSSW, CO-OP
Director and Ombuds



Lindsey Ensor
MS, CO-OP
Senior Associate Ombuds



Jason Karim-Baker
MA
Senior Associate Ombuds



Jenny Vaccari
MEd, CO-OP
Associate Ombuds



Katie Ranney
MA
Assistant Ombuds

Ombuds Office

Come with a problem. Leave with a plan.

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Sacramento Campus

Davis I Building
2360 Stockton Blvd.
Suite 1300
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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.