

Ombuds Office

Overview and Fiscal Year 2020-2021 Highlights

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

Director and Ombuds

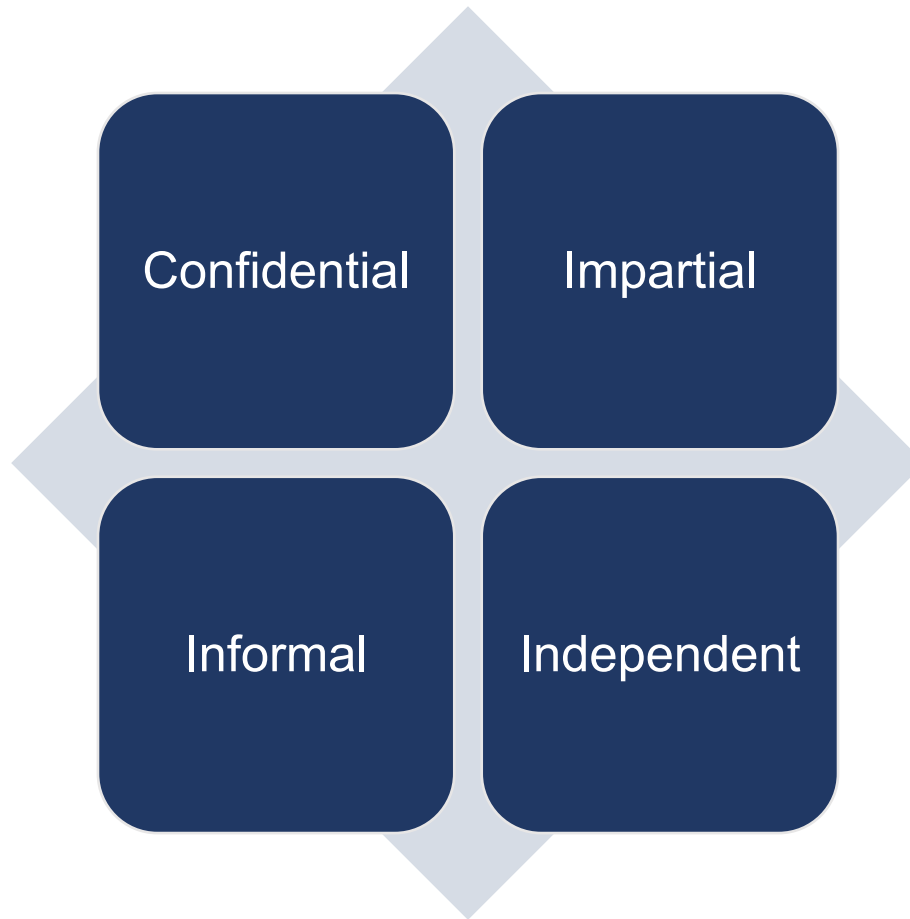
Tuesday, January 11, 2022

UC Davis Staff Assembly

Overview and Mission Statement

The Ombuds Office serves both UC Davis and UC Davis Health as an **off-the-record resource** to develop strategies for navigating complex and costly conflict. The Ombuds Office **supports fair and collaborative professional and academic experiences** in a diverse and changing world. The mission of the Ombuds Office is to provide **a safe place for all members of the UC Davis community to discover pathways for conflict management and problem solving.**

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 (FY 20-21)

63 Trainings | **36** Presentations | **3** Tabling Events

70 Meetings with Leaders

18 Mediations | **11** Group Conflicts

Training feedback survey responses indicated that:

- **98%** of participants agreed that “the instructor was an effective presenter” and/or “communicated the information clearly and effectively”
- **98%** of participants said yes to “I would recommend this course to my colleagues”
- **95%** of participants would "stated they could “apply what they learned on the job.”

Ombuds Conflict Competence Workshops

Faculty and staff topics include:

- Conflict Competence for Managers and Supervisors
- Conflict Competence for Staff
- Conflict Competence for Uncertain Times
- Listening to Be Heard
- Creative Problem Solving in the Workplace
- From Bystander to Upstander
- Team Dynamics and Trust
- Focus Forward with Feedback
- Civility and Respect
- Navigating Conflicts for Successful Collaborations

Student topics include:

- De-escalation for Difficult Situations
- Facilitating Difficult Conversations
- Conflict Competence for Emerging Managers

Winter-Spring 2022 Workshops

Conflict Competence for Managers and Supervisors

Two-Day Course: Tuesdays, February 1 & 8, 8:30am – 12pm

Conflict Competence for Staff

Thursday, March 17, 9am – 12pm

Conflict Competence: Getting to the Root of Group Conflict

Thursday, April 7, 12pm – 1pm

Conflict Competence: Listening to be Heard

Wednesday, April 20, 9am – 11am

Conflict Competence: Creative Problem Solving in the Workplace

Wednesday, May 4, 12pm – 1pm

Conflict Competence: Constructive Feedback for Positive Change

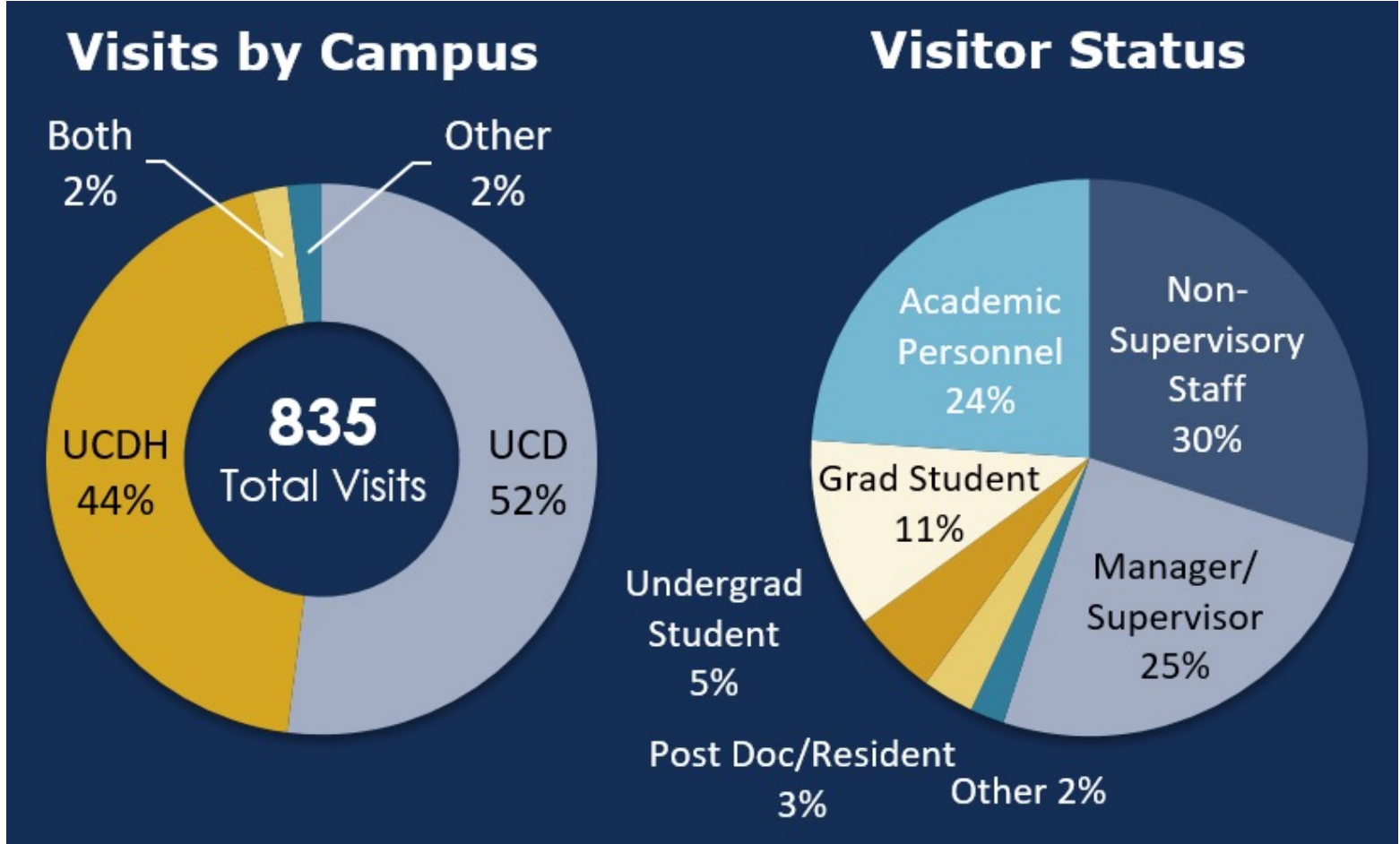
Tuesday, May 10, 9am – 11am

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.**

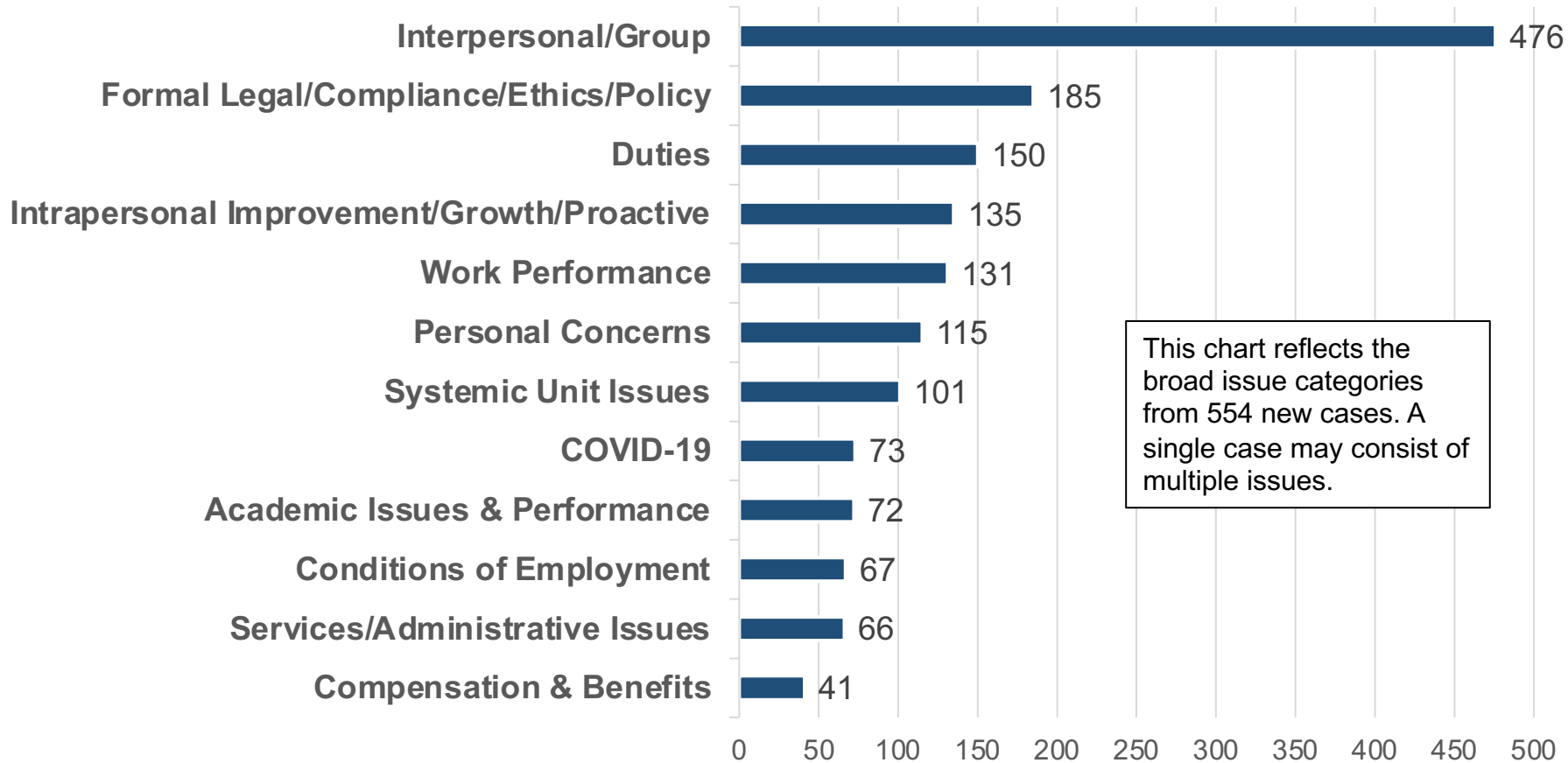
The results of conflict competence include improved quality of relationships, creative solutions, and lasting agreements for addressing challenges and opportunities in the future. As with all competencies, people can learn ways to improve, change, and develop.”

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

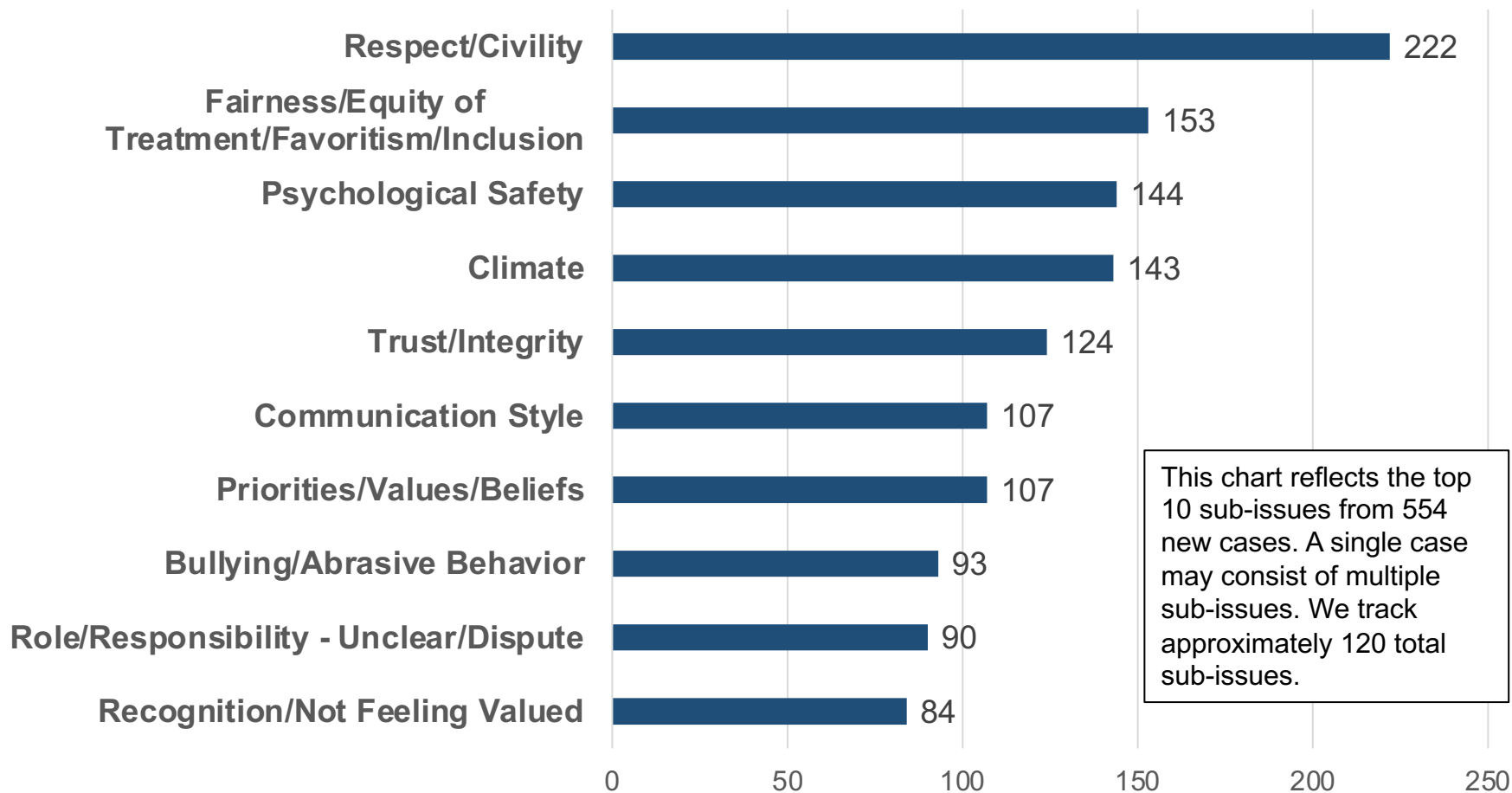


The Ombuds Office handled 554 new cases, 263 repeat visits, and 18 mediations, totaling 835 confidential visits. Case visits are typically scheduled for 90 minutes and mediations for 3 hours.

Issue Categories (FY 20-21)



Top Sub-Issues (FY 20-21)



Case Complexity (FY 20-21)

Case complexity reflects an assessment of the impact of a case on the university. Factors that determine this assessment include number of parties involved, number of issues present, and the associated risks.

- 11% of cases presented a **high** impact to the university
- 34% of cases presented a **medium** impact to the university
- 55% of cases presented a **low** impact to the university

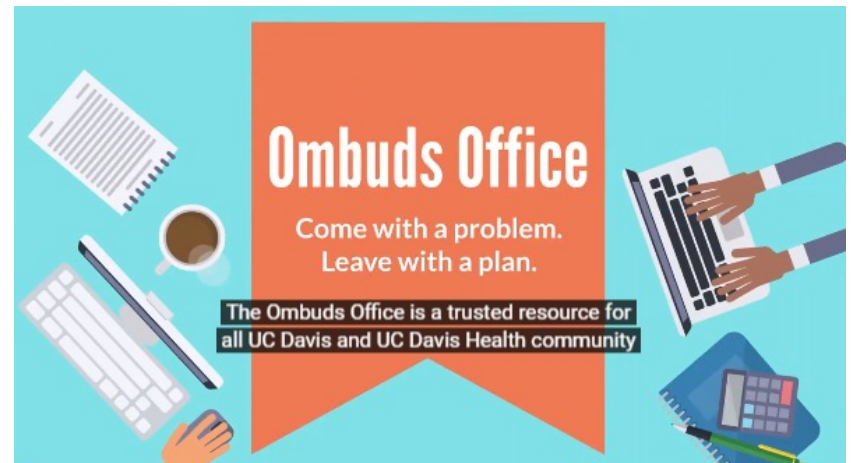
Recent Initiatives

Ombuds Day Special Event

- Q&A-style webinar with Ken Cloke, internationally renowned author, mediator, and conflict management consultant - Over 80 people attended live.
- Recorded webinar now available on our website

Animated Video

- Produced a 4-minute video about the Ombuds Office



Ombuds Office Staff



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Director and
Ombuds



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Associate
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Ombuds Office

Come with a problem. Leave with a plan.

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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.