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
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

Confidential

Impartial

Informal

Independent

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 \textit{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, \url{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.
This chart reflects the broad issue categories from 554 new cases. A single case may consist of multiple issues.
Top Sub-Issues (FY 20-21)

- Respect/Civility: 222 cases
- Fairness/Equity of Treatment/Favoritism/Inclusion: 153 cases
- Psychological Safety: 144 cases
- Climate: 143 cases
- Trust/Integrity: 124 cases
- Communication Style: 107 cases
- Priorities/Values/Beliefs: 107 cases
- Bullying/Abrasive Behavior: 93 cases
- Role/Responsibility - Unclear/Dispute: 90 cases
- Recognition/Not Feeling Valued: 84 cases

This chart reflects the top 10 sub-issues from 554 new cases. A single case may consist of multiple sub-issues. We track approximately 120 total sub-issues.
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

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

Lindsey Dunning  
MS, CO-OP  
Associate Ombuds

Dana Hinojosa  
MDR, CO-OP  
Associate Ombuds

Jenny Xia  
MEd  
Assistant Ombuds

Catherine Langlois  
PhD  
Ombuds for Special Projects
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.