Ombuds Office
Overview and Fiscal Year 2021-2022 Highlights

Presented by: Lauren Bloom, MA, MSSW, CO-OP
Director and Ombuds
Tuesday, February 14, 2023
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 (UCDHH), 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

Confidential

Impartial

Informal

Independent
Ombuds Services

- Individual Meetings
- Mediation and Group Work
- Community-Wide Workshops and Tailored Trainings
- Information Sessions
- Systemic and Trend Feedback
Training feedback survey responses indicated that:

- **97%** of participants agreed that “the instructor was an effective presenter” and/or “communicated the information clearly and effectively”
- **96%** of participants said yes to “I would recommend this course to my colleagues”
- **94%** of participants agreed or strongly agreed that the “the course was valuable” and they could apply what they learned on the job.
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
Winter-Spring 2023 Workshops

Conflict Competence: Creative Problem Solving in the Workplace
Wednesday, February 15, 12pm – 1pm

Conflict Competence: From Bystander to Upstander
Tuesday, February 28, 9am – 11am

Conflict Competence for Staff
Thursday, March 16, 9am – 12pm

Conflict Competence: Constructive Feedback for Positive Change
Wednesday, April 12, 9am – 11am

Conflict Competence: Listening to be Heard
Wednesday, May 3, 9am – 11am

Conflict Competence: Getting to the Root of Group Conflict
Tuesday, June 6, 10am – 12pm

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.”

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
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.

Data from FY 21-22 Davis and Health Campus Visits (new) to the Ombuds Office
This chart reflects the broad concern categories from 573 new cases. A single case may consist of multiple concerns.

Data from FY 21-22 Davis and Health Campus Visits (new) to the Ombuds Office
Top 10 Concerns

This chart reflects the top 10 sub-concerns from 573 new cases. A single case may consist of multiple sub-concerns. We track approximately 120 total sub-concerns.

Data from FY 21-22 Davis and Health Campus Visits (new) to the Ombuds Office
Case impact 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.

- 8% of cases presented a high impact to the university
- 42% of cases presented a medium impact to the university
- 50% of cases presented a low impact to the university

Data from FY 21-22 Davis and Health Campus Visits (new) to the Ombuds Office
Associated Risk and Case Impact

Data from FY 21-22 Davis and Health Campus Visits (new) to the Ombuds Office
Upcoming Initiatives

**NEW COURSE**
Conflict Competence: From Bystander To Upstander

Tuesday, February 28, 2023

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

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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.