

# OMBUDS OFFICE

*A Safe Place to Discuss Concerns, Generate Options, Identify Resources and Manage Conflict*

**Confidential**

**Impartial**

**Independent**

**Informal**

## **CONFLICT RESOLUTION TOOLS WORKSHOP**

Conflict is a normal and natural part of human interactions. This three-hour session will provide specific tools, targeted to deal with conflict in a healthy manner. Topics covered include: the top-ten work irritants, conflict escalation theories, tips to read conflict clues, and strategies to respond to conflict productively. By using these skills, your professional and personal relationships can be strengthened.

### **UC Davis Campus**

Wednesday, February 21: 1:00–4:00

### **UC Davis Health**

Wednesday, May 23: 9:00–12:00

## **TALK TO ME-I AM ALL EARS: LISTENING TO BE HEARD**

Ernest Hemingway once said, "I have learned a great deal from listening carefully. Most people never listen." Can this be true? This two-hour interactive workshop will provide tips and techniques that will tune-up your listening and mindfulness skills, which will ultimately improve the quality of your conversations.

### **UC Davis Campus**

Tuesday, February 6: 1:30–3:30

### **UC Davis Health**

Wednesday, April 11: 1:00–3:00

## **MANAGING WORKPLACE CONFLICT FOR SUPERVISORS**

Would you, as a supervisor or manager, like to be more confident in how you address conflicts that arise in the workplace? Conflict models and strategies, including the stages of conflict and suggested interventions, will be discussed to promote an increased awareness of the costs of conflict and the benefits of addressing conflict early. Additionally, clear-cut communication techniques, designed to help individuals embroiled in conflict feel respected and valued, will be provided. Open to supervisors, managers, department chairs, staff and faculty.

### **UC Davis Campus**

Wednesday, January 31: 9:00-3:00

Thursday, April 12: 9:00-3:00

### **UC Davis Health**

Tuesday, February 20: 9:00-3:00

Register at: <http://lms.ucdavis.edu>

Please use search box to locate each class by title and location

**Instructors:**

**Katherine Greenwood and Dana Hinojosa**

UC Davis Ombuds Office

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