

# UC DAVIS

## OMBUDS OFFICE

*Come with a problem.  
Leave with a plan.*

### Staff & Faculty Virtual Workshops Winter/Spring 2024

#### CONFLICT COMPETENCE FOR MANAGERS AND SUPERVISORS

**Two-Day Course: Thursdays, January 18 & 25, 2024, 8:30am – 12pm OR  
May 9 & 16, 2024, 8:30am – 12pm**

Learn to manage conflicts and navigate interpersonal dynamics as a team leader.

#### CONFLICT COMPETENCE: FROM BYSTANDER TO UPSTANDER

**Tuesday, March 5, 2024, 9am – 11am**

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

#### CONFLICT COMPETENCE: LISTENING TO BE HEARD

**Wednesday, February 7, 2024,  
9am – 11am  
Thursday, May 2, 2024, 9am – 11am**

Learn to lower defensiveness around tense topics, listen for understanding and help others feel heard.

#### CONFLICT COMPETENCE: TRANSFORMING NEGATIVITY IN THE WORKPLACE

**Tuesday, April 2, 2024, 12pm – 1pm**

Learn a three-step strategy managers and supervisors can use to transform negativity into greater connection, productivity, and team effectiveness.

#### CONFLICT COMPETENCE FOR STAFF

**Thursday, February 15, 2024, 9am – 12pm**

Learn to prevent and resolve conflicts with colleagues and managers, including communicating your needs successfully and lowering others' defenses.

#### CONFLICT COMPETENCE: CREATIVE PROBLEM SOLVING IN THE WORKPLACE

**DATE CHANGE: Thursday, March 21, 2024,  
12pm – 1pm**

Learn to generate solutions that meet your needs in complex situations.

Scan for registration  
information!



#### CONFLICT COMPETENCE: CONSTRUCTIVE FEEDBACK FOR POSITIVE CHANGE

**Wednesday, April 17, 2024,  
9am – 11am**

Learn to employ different types of feedback, craft effective feedback, identify feedback triggers and receive feedback skillfully.

#### CONFLICT COMPETENCE: GETTING TO THE ROOT OF GROUP CONFLICT

**Tuesday, June 4, 2024, 12pm – 1pm**

Learn to identify and address hidden sources of group conflict.

**Nursing CE credits available!**

*Updated January 2024*

The Ombuds Office can help you confidentially navigate concerns or conflicts. To learn more, give us a call or visit our website.

(530) 754-7233 / (916) 734-1600

[ombuds.ucdavis.edu/training](https://ombuds.ucdavis.edu/training)

