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**The *UC Davis Ombuds Office Newsletter* provides updates about conflict management events and resources offered by the Ombuds Office for staff, faculty, and students at UC Davis, UC Davis Health, and UC Agriculture and Natural Resources (UC ANR).**

**Updates below include:**

[Associate Ombuds Joins the Team](#)

[Workshops to Build Conflict Competence](#)

**Featured Book:** [\*Difficult Conversations: How to Discuss What Matters Most\*](#)

The Ombuds Office is a confidential, impartial, informal and independent conflict management resource serving staff, faculty, and students at UC Davis, UC Davis Health, and UC ANR. For more information or to schedule an appointment, call (530) 754-7233 or (916) 734-1600.

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

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## Associate Ombuds Joins the Team

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We are excited to welcome **Casey Woods, MS**, to the Ombuds Office as an Associate Ombuds. Casey's background includes serving Columbia University Irving Medical Center as Assistant Director in the Office of Professionalism, and, prior to that, supported patients, staff, and surgeons in New York University's Division of Vascular and Endovascular Surgery. Casey holds a Master's Degree in Negotiation and Conflict Resolution from Columbia University. She completed her undergraduate studies at Kent State University.

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## Workshops to Build Conflict Competence

The Ombuds Office will offer 17 virtual Conflict Competence workshops in 2025-2026 for staff, faculty, and academic personnel.

*Click the image to see all upcoming course dates and download the 2025-2026 Conflict Competence Workshop Flyer.*

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| <b>UC DAVIS</b><br><b>OMBUDS OFFICE</b><br><i>Come with a problem.<br/>Leave with a plan.</i>                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                            | <b>Staff &amp; Faculty<br/>Virtual Workshops<br/>2025 - 2026</b>                                                                                                                                      |  |
| <b>CONFLICT COMPETENCE FOR MANAGERS AND SUPERVISORS</b><br><b>Two-Day Course: Thursdays</b><br><b>August 14 &amp; 21, 2025, 8:30am – 12pm</b><br><b>January 8 &amp; 15, 2026, 8:30am – 12pm</b><br><b>April 22 &amp; 29, 2026, 8:30am – 12pm</b><br>Learn to manage conflicts and navigate interpersonal dynamics as a team leader. | <b>CONFLICT COMPETENCE: FROM BYSTANDER TO UPSTANDER</b><br><b>Thursday, September 11, 2025, 9am – 11am</b><br><b>Wednesday, February 25, 2026, 9am – 11am</b><br>Learn strategies to support colleagues and address micro or macro aggressions in the workplace.                                           | <div style="border: 2px solid blue; padding: 5px; text-align: center;"> <b>Registration Information</b><br/>  </div> |  |
| <b>CONFLICT COMPETENCE: CREATIVE PROBLEM SOLVING IN THE WORKPLACE</b><br><b>Tuesday, September 30, 2025, 12pm – 1pm</b><br><b>Thursday, February 12, 2026, 12pm – 1pm</b><br>Learn to generate solutions that meet your needs in complex situations.                                                                                | <b>CONFLICT COMPETENCE FOR STAFF</b><br><b>Thursday, October 16, 2025, 9am – 12pm</b><br><b>Wednesday, March 11, 2026, 9am – 12pm</b><br>Learn to prevent and resolve conflicts with colleagues and managers, including communicating your needs successfully and lowering others' defenses.               |                                                                                                                                                                                                       |  |
| <b>CONFLICT COMPETENCE: GETTING TO THE ROOT OF GROUP CONFLICT</b><br><b>Wednesday, October 29, 2025, 12pm – 1pm</b><br><b>Thursday, March 19, 2026, 12pm – 1pm</b><br>Learn to identify and address hidden sources of group conflict.                                                                                               | <b>CONFLICT COMPETENCE: CONSTRUCTIVE FEEDBACK FOR POSITIVE CHANGE</b><br><b>Tuesday, November 4, 2025, 9am – 11am</b><br><b>Thursday, April 16, 2026, 9am – 11am</b><br>Learn to employ different types of feedback, craft effective feedback, identify feedback triggers and receive feedback skillfully. |                                                                                                                                                                                                       |  |
| <b>CONFLICT COMPETENCE IN UNCERTAIN TIMES</b><br><b>Wednesday, November 19, 2025, 12pm – 1pm</b><br><b>Tuesday, May 19, 2026, 12pm – 1pm</b><br>Learn communication tools for navigating conflict in times of heightened stress and tension.                                                                                        | <b>CONFLICT COMPETENCE: LISTENING TO BE HEARD</b><br><b>Wednesday, December 10, 2025, 9am – 11am</b><br><b>Wednesday, May 13, 2026, 9am – 11am</b><br>Learn to lower defensiveness around tense topics, overcome listening barriers, and restore communication channels.                                   | <div style="display: flex; justify-content: space-between;"> <span><b>Nursing CE credits available!</b></span> <span><i>Created June 2025</i></span> </div>                                           |  |
| 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<br><a href="https://ombuds.ucdavis.edu/training">ombuds.ucdavis.edu/training</a>                                                                                      |  |

[Contact our office](#) to discuss individual concerns or group dynamics in your department or unit.

[Click here for more conflict competence workshops](#)

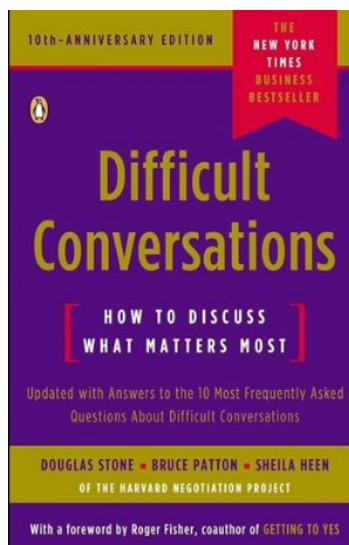
## Featured Book:

*Difficult Conversations: How to Discuss What Matters Most*

The Ombuds Office has a Lending Library for UC Davis and UC ANR community members to borrow from over 90 curated print titles related to conflict management. There are resources on negotiation, neuroscience, change management, workplace dynamics, and many more topics.

For available titles and how to use the Lending Library, visit <https://ombuds.ucdavis.edu/lending-library>

If a challenging conversation is handled well, it can strengthen relationships and help people work together better. Communicating about conflict oftentimes does not come naturally, and people sometimes avoid important conversations and the seemingly inevitable tension, charged disagreement, or confrontation associated with them. *Difficult Conversations* helps readers understand why conversations can feel difficult and provides a nuanced framework to prepare for and manage conversations.



The book covers:

- How to frame an issue in a way that lowers the temperature of a conversation
- How to manage emotions in a conversation, both yours and the other person's
- How to navigate a challenging conversation step-by-step

*Difficult Conversations* has provided ideas for people navigating challenging conversations since the first edition was published in the 1990s. The tips in this book have been used in a wide variety of settings, from the International Space Station to parenting, to help people across divides be able to talk with each other, hear each other, and find mutual resolution.

*Difficult Conversations* offers numerous tools for people to bolster their conflict management skills, feel heard, understand more of the situation, and seek action on what matters to them. Whether it is read in part, or from cover to cover, this book has much to offer in terms of tangible skills, approaches, and techniques to manage conflict through constructive conversation.

The Ombuds Office can help you develop your conflict competence. We can discuss multiple conflict approaches in confidential individual meetings, including how to have an accountability discussion.

**Contact us to explore how to integrate these tools into your approach or adapt them for your situation.**

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You are receiving this because you are a member of the UC Davis, UC Davis Health and UC ANR communities. The UC Davis Ombuds Office sends periodic messages about conflict management events and resources of interest to staff, faculty and students at UC Davis and UC Davis Health as well as UC ANR employees.

To remove your name from our mailing list, [unsubscribe here](#).

To join our mailing list, [subscribe here](#).

**Contact the UC Davis Ombuds Office:**

Davis Campus: (530) 754-7233

Sacramento Campus: (916) 734-1600



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