



# THE OMBUDS OFFICE

*We're here to listen with an open mind.  
We're here to help resolve problems fairly.*

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**Confidential      Impartial      Informal      Independent**

## 2019 MARCH & APRIL WORKSHOPS

### **CREATING A POSITIVE WORK ENVIRONMENT – (SUPERVISORY TRAINING)**

It's everyone's responsibility to support a healthy, safe and respectful community. We all play a role in the culture that we help to create each day. When incivility occurs, there are services available where we can find information and guidance without fear of retaliation. We will also discuss building a culture of respect and civility, identifying causes of incivility/bullying behaviors, and understanding the types of bullying.

March 25, Monday, 12- 2 pm, Health Sciences Center (HSC), Level 2, Rm. 101 (East Campus)

### **NEGOTIATING CONFLICT – (SUPERVISORY TRAINING)**

Conflict is very common between individuals and within groups. It is a natural part of interactions with others. Knowing your conflict management style will help you develop skills to more effectively manage conflict. Discover how you scored on the Conflict Mode Inventory. Then, see how your negotiating style helps and/or hinders solutions to any conflict situation. Learn about the other conflict styles, what they have to offer and when to use them. (Conflict Mode Inventory to be completed prior to workshop).

March 26, Tuesday, 12-2 pm, Health Sciences Center (HSC), Level 2, Rm. 3B (East Campus)

### **TEAM BUILDING – (SUPERVISORY TRAINING)**

Working with others toward a common goal can be both rewarding and at times frustrating. This workshop will cover the following topics: team development, team roles and behavior, characteristics of effective teams, and dysfunctional team behavior. It also will address the vital importance that relationships play in team communication. (Team Assessment Questionnaire to be completed prior to workshop.)

March 29, Friday, 12- 2 pm, Health Sciences Center (HSC), Level 2, Rm. 3B (East Campus)

### **WHAT'S YOUR COMMUNICATION STYLE?**

Learning about your preferred communication style can give you a good assessment of both your strengths and where to make meaningful improvements in your communication skills. You will learn how your style affects your daily behavior and your interactions with others. (Style inventory to be completed prior to workshop.)

April 11, Thursday, 12-1 pm, Health Sciences Center (HSC), Level 2, Rm. 101 (East Campus)

April 17, Wednesday, 12-1, Frey Hall, Rm. 105 (West Campus)

### **HOW RESILIENT ARE YOU?**

We are all wired differently, but learning how to become more resilient can improve: our well-being, our relationships and our performance. Resilience is the ability "to bounce back" after encountering adversity or change. Learn about resilience - what it is and what you can do to have resilience work for you.

April 16, Tuesday, 12-1 pm, Health Sciences Center (HSC), Level 2, Rm. 101 (East Campus)

April 24, Wednesday, 12-1 pm, Frey Hall, Rm. 105 (West Campus)

