

Workshops, Presentations & Trainings

The Office of the Ombuds is available to provide trainings, facilitate discussion, or a combination. Our mission in providing these services includes educating people about the Ombuds, raising awareness, improving skills, and influencing campus culture.

The Ombuds offers trainings to general audiences or tailored to specifically targeted groups. However, we recognize that a training may not be the appropriate remedy for all situations, and prior to training a particular audience, we will always discuss the situation intended to be addressed.

Om-what? Introduction to the Office of the Ombuds

This 20 minute presentation provides an introduction to the Ombuds staff and offers an overview of the services offered by the Office of the Ombuds. It also presents the ethical tenets of Ombuds practice, according to the standards of the International Ombudsman Association.

Active Listening Skills

Active listening is a communication technique used in counseling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said.

Participants will learn essential active listening skills through class discussion and role plays. These active listening skills are directly applicable to the work environment.

Professional Development and Communication Foundations *for Staff*

This workshop is designed to help new staff with the transition to becoming a University professional. This class draws on staff experience and expectations, and helps guide them in their communication with colleagues, students, and other members of the UCSB community. The course will address issues such as civility and sensitivity to differences, time management and organization, networking, electronic communications and social media, and personal and professional boundaries.

Professional Development and Collegiality *for Graduate Students*

This workshop is designed to help graduate students with the transition from student to professional. This highly interactive class draws on grad students' experience and expectations, and helps guide them in their interactions with peers, faculty, and their own students. The course will address issues such as academic freedom, civility and sensitivity to differences, electronic communications and social media, and personal and professional boundaries.

Crucial Conversations *for all*

Crucial Conversations is a nationally recognized, research-based approach to conflict management. Through powerpoint, personal stories, videos, and hands-on practice, participants gain a new perspective on the real conflicts in their lives and learn to communicate in new ways.

Happiness: Live and Work Better for Staff

Based on the work of positive psychologists, including Martin Seligman's *Flourish*, this workshop is designed to help participants become more fulfilled at work and in their lives. The class begins with a primer on positive psychology and discusses Seligman's 5 elements of life satisfaction: positive emotion, relationships, meaning, engagement and accomplishment. Then participants work through individual and group exercises applying these theories. Finally, they take home practical tips to continue thriving in the future.

Receiving Feedback for Staff and Graduate Students

Learning from constructive criticism is an important skill for professional development. Whether it's from a supervisor, a mentor, or even from anonymous surveys, being receptive to feedback is essential. This class teaches participants how to constructively interpret feedback and apply it to improving their work.

Nourish to Flourish* for staff supervisors

Research shows that most managers and supervisors are reluctant to give their staff feedback; however, direct reports crave this information. Critical feedback is often given only when a problem gets to a boiling-point, and positive feedback is perceived to be insufficient by staff. This session focuses on the benefits of continuous feedback and coaching, and why it is critical to not only improving performance, but also maximizing the engagement of the employee. We will discuss the anatomy of a coaching conversation and provide specific examples of how supervisors can make coaching a part of their daily interactions with staff.

Conflict Chameleon I: Conflict Styles

Conflict Chameleon I teaches participants to see the value in each individual's different approach to conflict. Participants take the Thomas-Kilman conflict mode questionnaire to learn their dominant conflict style. The class discusses the different conflict modes in small groups, and how understanding their own conflict style, along with its strength and weaknesses, can help them navigate the inevitable issues that arise in groups.

Conflict Chameleon II: Building Effective Partnerships with Faculty* for staff

Conflict Chameleon II draws on the experience of participants as well as the research in *Working Effectively with Faculty* to improve mutual understanding and working relationships among staff and faculty. Participants will build on the best practices shared by their predecessors with input from faculty.

Negotiation Tips

Based on *Getting to Yes* by Roger Fisher and William Ury, this workshop teaches participants techniques to understand their interests and successfully advocate for what they want in a negotiation, while focusing on a win-win solution. Role plays and discussion of real world situations reinforce these principles.

We Are All Leaders: Influencing Up *

Learn about communication skills and management styles to effectively and efficiently work with your supervisor for mutual knowledge and success. Become a partner and influence outcomes. Learn to adapt to your environment rather than allowing it to control you.

**Offered in collaboration with Employee Relations*