



Stony Brook
University

THE OMBUDS OFFICE

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We're here to help resolve problems fairly.*

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WORKSHOPS

CHANGE & TRANSITION

Change & Transition – Navigating New Waters

It's not uncommon for both individuals and institutions to resist change. Change is a process. It is often associated with uncertainty, and themes of loss. Learning to cope and adapt to a new normal can be both challenging and rewarding. This workshop focuses on the types of change, typical reactions to change, theoretical models of change and how to navigate between change and transition.

COMMUNICATION

Communicating Across Generations

In today's workplace, it is likely one will have co-workers of varying ages, from Baby Boomers to Millennials to more recently Generation Z. This presentation will highlight the historical context, values, and preferred methods of communication, while providing you with the knowledge, tools, and techniques to successfully communicate with people of all generations.

Communicating During a Crisis

When we feel stress and anxiety it's often difficult to be at our best when communicating with others. Learn about some quick and easy tips. They will help us stay in the present moment, be more self-aware and reduce unnecessary conflict or miscommunication.

Communication Tool Kit – I Hear You

Communication is the key to establishing and maintaining effective and meaningful relationships. If you wish to be understood, you must also seek to understand. Through discussion, exercises and videos participants will learn and practice communication techniques.

Communicating with Care & Compassion

Who do you want to be? How do you want to be perceived? How you communicate tells the world a lot about you. Whether you care, whether you're approachable, and whether you can take care of yourself. How can we as students, faculty and staff maintain our humanity and focus on our work when we are distracted by so many stressors: personal/family issues, global issues and navigating a new way of working and learning? Can we be respectful and sensitive to each other's needs? Join me and let's find out.

Depolarizing Conversations

The goal of this workshop is to have productive and respectful conversations with others whose views differ from our own. The content is based on the work of several authors. You will learn how to depolarize conversations while honoring each other's humanity and personal values.

Enhancing Communication

Communication is the key to establishing positive and trusting relationships. Teamwork, productivity and creativity can thrive in a culture of trust and transparency. This workshop will cover the various types of communication barriers to communication and the skills for effective communication.

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Having Respectful & Effective Conversations

Differences often arise from a lack of communication. We tend to focus more on our own point of view, particularly during difficult conversations. We forget to try to fully understand the other person's perspective. This workshop is designed to: help us understand why we may avoid difficult conversations, define what a difficult conversation is and prepare for a conversation that is based on mutual respect and trust. We will review the importance of active listening skills as a foundation to effective conversations.

Having Respectful & Productive Conversations

Our world has become more polarized than ever. And Stony Brook is a microcosm of the global community. Whether the subject matter is about *politics and upcoming elections, climate change, race, gun violence, viruses, and vaccines*, etc. - it's important that *we listen empathetically, respect diverse points of view and see what we can learn from each other*. Our impulse might be to shut down the other person by becoming defensive and judgmental thus losing our ability to "really" listen. Let's look at ways in which we can choose to stay in the conversation and mutually respect each other's opinions. We will examine useful strategies to learn and grow through difficult conversations, view helpful videos, and participate in discussion.

Modes of Communication & When to Use Them

Chances are that when you have something to say you may *not always* think about when and how to communicate most effectively. This workshop will identify the various modes of communication, describe the types of communication and when it is most appropriate to use them. Additionally, you'll learn about the key elements of empathic communication and be able to practice them.

More Tips on Respectful & Effective Communication

In this workshop you will learn about the 7 C's of Communication, the 6 Levels of Listening, the ABC's of Communication and the 6 Transformative Benefits of Respect in the Workplace. By putting this all together, you will be able to improve your relationships and feel better understood.

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 the workshop.)

CONFLICT

High Conflict Behavior – What Is It & What Can You Do About It

High conflict behavior in the workplace creates unnecessary stress, effects team motivation and morale and negatively impacts both individual and organizational performance. This workshop will describe high conflict thinking and high conflict behavior. Participants will learn and practice the BIFF response to high conflict behavior.

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Negotiating Conflict

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).

Test Your Knowledge About Conflict – Take the Conflict Awareness Quiz

There are many myths about conflict. Some of them relate to our experiences as children witnessing how relationships worked or did not work and how conflict was resolved or not resolved. These early experiences shaped how we think and feel about conflict and can influence how we handle conflict as adults. This workshop challenges our understanding about conflict. Together we will dispel the myths about conflict.

Tools for Resolving Conflict

It's human nature to avoid conflict and hope that the situation goes away. Intervening early can prevent a difficult situation from escalating and consuming all your time and energy. In this workshop we will discuss the strategies and skills needed for conflict resolution.

Understanding Conflict

Conflict can inspire innovation and creativity, helping us to become more productive. It can also be harmful by damaging relationships, causing low morale and negatively impacting performance and success. In this workshop you will learn about the underlying causes of conflict, review a model for conflict analysis, and discuss the various models of conflict intervention.

CULTURE

Creating a Compassionate Environment During Uncertain Times – It takes all of us!

When you reflect on our experience with any significant event, it becomes difficult and exhausting for many of us. Faced with the pandemic, climate change (hurricanes, floods), racial tension, politics, opposing viewpoints about the virus and the vaccine, work overload, and changes to how we live, work and study – it takes enormous *patience and understanding* to be kind to each other.

This workshop focuses on strategies to manage stress and anxiety that change creates in our daily lives. It requires an open and curious mind to learn, unlearn and relearn. We will also discuss what we need from our leaders to create a safe and inclusive culture that supports our mental health and fosters success. Although there are many things outside of our control, we do have a choice each day on how we interact and how we treat each other.

Creating a Positive Environment

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.

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Workplace Dynamics

In today's dynamic and interconnected workplace, success is *not* only measured by individual skills, but by how well we navigate relationships, understand workplace dynamics and connect with each other. Every workplace has its own culture, management style, and people with different backgrounds and personalities. Let's learn how we can be at our best and build positive relationships. Topics covered are: Workplace Dynamics, Power Dynamics, Why do relationships break down? and Creating successful relationships.

What is Fairness?

This workshop will highlight the different aspects of fairness. We will define terms such as *fairness, equality, equity, and justice*. Supervisors, employees, and students will learn about a checklist used to evaluate whether there was a *fair process* in order to yield a *fair outcome*.

The role of the Ombuds Office will be explained vis-a-vis fairness. Additionally, there will be breakout sessions, a quiz, and an anonymous poll. Finally, a list of resources will be provided for consultation and referral when there are concerns about the lack of fairness.

MANAGEMENT

Coaching Skills for Supervisors

Experts say that one of the keys to employee success is effective coaching. As a coach, it is important to consistently reevaluate your supervisory strategies to ensure performance improvement and promote productivity. This workshop will highlight effective coaching strategies, describe coaching skills, and define terms we often use interchangeably such as *coaching, counseling and mentoring*. They all help to guide a team to improve performance. You will also learn about the GROW model for coaching which is different from the GROW model at the Career Center. Additionally, there will be breakout sessions and an anonymous poll.

Leadership

This workshop is for anyone with management/supervisory responsibility, particularly FTMs (first time managers) or anyone who feels they could use support for developing high performance teams while creating an inclusive culture. Prior to the workshop you'll complete a survey to determine your leadership style. We will review some helpful leadership techniques. And finally, we will define a variety of leadership challenges and how to overcome them. There will be videos and opportunities for breakout sessions to share and receive feedback.

Management Roundtable for Supervisors - A Space for Managers to Listen, Learn and Share

Who can join? Anyone who formally supervises faculty, staff and students.

How does this work? The ombuds will facilitate a discussion with supervisors. The purpose of the roundtable is to address common supervisory issues. And, to empower supervisors to: Explore options in solving workplace problems, Identify helpful institutional resources E.g. (other offices, policies and procedures), Create a respectful, productive and inclusive culture, Learn about the Ombuds Office's *Quick Tips* and *Library* on workplace topics.

When registering for the workshop, supervisors can indicate their challenges in the aggregate *without* any identifying information. The focus will be on current issues that supervisors bring to the table. There will also be case scenarios for discussion.

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Managing UP – Addressing challenging situations

Do you find it difficult: 1) to be understood, 2) to be treated professionally and respectfully, 3) to be included in decisions that directly relate to your work, study or research? and 4) to feel that your recommendations to improve your work/study environment are heard and considered? These and *other scenarios that you bring to the workshop* will be discussed in breakout groups. Then, we'll come together to share helpful strategies to improve your relationship with your manager, supervisor, advisor or professor. To provide context for this workshop, there will be a brief introduction about managing up and definitions of different management styles.

Managing UP – How to improve your relationship with your boss

Would you like to manage your relationship with your boss? In most cases you can. Reduce unnecessary conflict or miscommunication. Listen, watch and learn about your boss's work style, expectations, priorities, pressures, plus strengths and weaknesses. We will discuss strategies to adjust your style when appropriate and to use your strengths to complement your boss and together work as a team.

Managing Change

This workshop is an introduction to the change process and how to prepare yourself and your team for change. Workshop objectives are to: 1) Learn about change and transition, 2) Identify the emotions associated with change, 3) Understand why change initiatives fail, 4) Describe the 10 principles of leading change management, 5) Review the theoretical models of change, 6) Commit to working through the challenges of change and 7) Educate and support your team through change.

Managing Difficult Conversations

As a supervisor, it is your responsibility to not only oversee the work of your employees, but also to teach, support and counsel your employees. This means meeting with your employees about their job performance, including performance goals, progress and behavior. Your job and your relationship with your employees are made much easier when you have the knowledge, skills and confidence to manage difficult conversations. This workshop is divided into 4 sections: Difficult Conversations, Conflict Communication Skills, Active Listening Skills, and Role Play Scenarios.

Negotiating Conflict

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).

PERFORMANCE

Improving Performance

Making time to develop optimal performance is not easy. With the amount of stress, distractions and interruptions in our daily lives, it's difficult to commit to this goal. Many sources refer to the ABC's of self-care to reduce stress. Learn about these and other tips for guidance and support.

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RESILIENCE

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. Why are some people more resilient than others? How is it that even though they experience the same event as we do, that they seem to cope better? Learn about resilience - what it is and what you can do to have resilience work for you.

TEAM BUILDING

Working Effectively Together

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 the workshop.)

TELL ME ABOUT OMBUDS – What the Office Does & How It Can Benefit Me?

This workshop describes the variety of **services** and **resources** provided by the ombuds for students, staff and faculty. It explains how the office differs from other offices. If you would like to improve your interpersonal skills, resolve conflict better or have a challenging situation and do not know where else to go, the ombuds can point you in the right direction.

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