



The Ombuds Program advances consciousness in communication, collaboration, and organizational climate through preventive support, proactive solutions, and positive response to conflict and other challenges.



**UNIVERSITY OF ARIZONA
OMBUDS PROGRAM**

Administration Building, Room 709
PO Box 210066
Tucson, AZ 85721-0066

520-626-5589 • ombuds@email.arizona.edu
FB @UAOmbuds • ombuds.arizona.edu
Se habla español

OMBUDS PROGRAM TERMS OF USE: By electing to utilize the voluntary services offered by the UA Ombuds Program, visitors agree to never seek to compel the Ombuds to disclose any information received as part of providing Ombuds services in any other forum, including a formal grievance or lawsuit. In addition, if the Ombuds Program utilizes mediation, facilitation, or another group process the visitors agree (to the extent permitted by law) to: (i) keep any and all communications that take place in the process confidential unless all parties agree otherwise, (ii) waive any right they may have to use communications that take place in the process in any formal grievance or lawsuit, and (iii) participate in good faith towards a mutually satisfactory outcome.



THE UNIVERSITY OF ARIZONA
Ombuds



THE OMBUDS PROGRAM

is a confidential, informal, impartial, and independent resource for all members of the campus community.

WE SERVE all levels of employees and students in all UA units and colleges, and others with a university related concern.

WE HELP with a wide variety of issues, concerns, questions, conflicts, and challenges:

- Teams/units wanting to work together most effectively or harmoniously
- Difficulties with co-workers, supervisors, and employees
- Challenges with professors, advisors, and students
- Issues with team members or coaches
- Clashes of style – including communication, conflict, personality, work, and leadership styles
- Departmental/workplace climate and culture
- Concerns related to equity, fairness, and respect
- Concerns about career progression
- Concerns about supervisor or employee effectiveness
- Intra and inter-departmental issues
- Systemic and long-standing issues
- Identifying and connecting with appropriate resources and channels for assistance
- Clarification of university policies and procedures and more



OMBUDS PROGRAM SERVICES

Consultation

- Listening to concerns, acting as a sounding board
- Assistance identifying issues and analyzing the situation from multiple perspectives
- Helping to identify and explore interests, needs, goals, etc.
- Assistance generating and evaluating options for addressing the situation effectively and constructively
- Identifying and clarifying relevant policies, procedures, and practices
- Prevention of negative conflict through early intervention
- Referrals to other helpful resources
- And more

Mediation & Facilitation

- Facilitated Dialogue
- Informal Mediation
- Shuttle Diplomacy / Intermediary
- Large Group Processes

Education & Professional Development

Coaching

One-on-one coaching to advance effectiveness in relation to communication, collaboration, and conflict management – for a particular situation or for general professional development

Trainings/Workshops & Presentations

Engaging trainings/workshops and presentations on topics related to effective communication, collaboration, and conflict management

Informational Presentations & Consultations

Please contact us to meet with you or to invite us to present about the Ombuds Program at your upcoming team/staff/faculty/student meeting

Ombuds Program Library

Books on topics related to effective communication, collaboration, and conflict management available for check-out to UA employees and students

Organizational Development & Change

Departmental/Organizational Climate & Effectiveness

In-depth work with units to assess and improve departmental/organizational climate and effectiveness

Change Management Assistance

Assistance with effectively engaging change management, including help with challenges that arise in the process

Ombuds Program Anonymous Input

Input to leaders, administration, and/or others in positions of influence regarding problematic issues/trends while maintaining visitor anonymity and confidentiality

STANDARDS OF PRACTICE

Confidentiality

Confidentiality is a fundamental element of the Ombuds Program. As such, the Ombuds Program is not authorized to accept notice of allegations of violations of law and it treats all communications, and the identities of all visitors, as strictly confidential to the maximum extent permitted by law unless, in the discretion of the Ombuds, failure to disclose information would create an imminent risk of serious harm. No employee or other University constituent may compel the Ombuds Program to disclose information.

Impartiality

As the designated neutral of the organization, the Ombuds Program works with all visitors and situations in an impartial manner. Ombuds do not take sides or advocate for any individual or group.

Informality

The Ombuds Program is an informal and off-the-record resource and as such does not engage in formal processes and is not authorized to make or change policy.

Independence

The Ombuds Program functions independently of other organizational entities.