

OMBUDS OFFICE TRAININGS



DON'T TOUGH IT OUT: DIFFICULT SITUATIONS AT WORK

This training is designed to strengthen conflict resolution and communication competencies so that difficult interactions do not escalate into intractable conflicts. It will provide tools to handle these situations respectfully, productively, and in an empowered way.

EMOTIONAL INTELLIGENCE AT WORK

This training is designed to help recognize our own feelings and those of others in order to respond productively and communicate better with others. This training will cover feelings v. emotions, self-awareness, implicit bias, identity, and empathy.

CULTIVATING RESILIENCE

This training presents the tools to overcome any obstacle in your personal, educational, and professional path. This session covers the five areas of resilience: self-care, purpose, inner drive, flexibility, and strong relationships.

COMBATING BURNOUT

This training presents the common causes and symptoms of burnout and then discusses how to be resilient in combating burnout. This session includes discussion of values, boundaries, purpose, and flexibility.

CROSS-CULTURAL COMMUNICATION

This training presents the best practices for communicating across different identities, including age, nationality, region, race, sex, and politics.

GIVING FEEDBACK

This training presents how to give and receive feedback in a prepared intentional way, this session focuses on motives, defensiveness, and identity and includes exercises to practice giving feedback.

MEDIATION

This training presents the skills to facilitate conversations, understand what is really important to people, and lead people toward a resolution to their situation.

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NEGOTIATION

This training is designed to present how to negotiate responsibly and productively to expand the options for resolution.

CONFLICT COACHING

This training is designed to teach participants how to coach others as they seek to resolve their own conflicts.

RESTORATIVE JUSTICE

This training presents how to overcome an incident in a restorative way by bringing together the responsible party, the impacted party, and community members. This process focuses on the restoration of relationships, not punishment and blame.

DIFFICULT CONVERSATIONS

This training is designed to present the basics for having difficult conversations and reducing defensiveness at work.

REFLECTIVE STRUCTURED DIALOGUE

This training presents a type of dialogue intended for large group discussion of difficult and conflict-ridden topics.

DIGNITY MODEL

This training presents how dignity is pivotal to conflict and to conflict resolution.

HUMILITY

This training demonstrates the theory behind humility, how to practice it, and how to encourage organizations to practice it.

These trainings can be scheduled for faculty, staff, students, or a combination of these groups. Most sessions can be offered from 1 hour to 4 hours, and topics can be combined. Reach out to Tessa to discuss your objectives and timeline, and she can customize something for your group.

For more information, contact Tessa Byer at:

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