

POP QUIZ

- What is the correct gender-neutral term?
 - A) Ombudsman
 - B) Ombuds
 - C) Ombudsperson
 - D) All of the above

OVERVIEW OF THE OMBUDS OFFICE

New Chair Orientation

Friday October 12th, 2012

University of California, Riverside

Office of the Ombuds

390 Surge Building

(951) 827-3213

2

MEET THE UCR OMBUDS: ANDREW LARRATT-SMITH

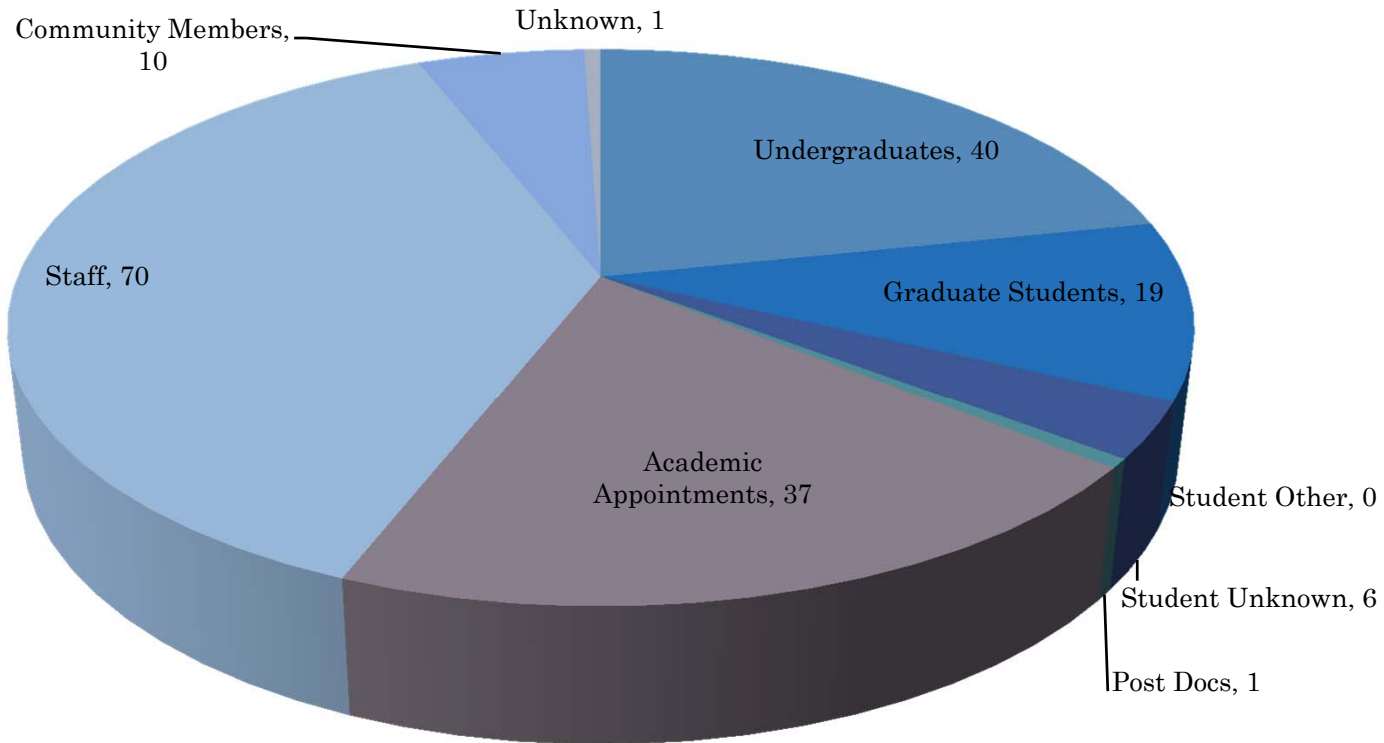
- Juris Doctor, UCLAW
- Masters in Dispute Resolution, Straus Institute for Dispute Resolution, Pepperdine Law
- Active in field of Alternative Dispute Resolution (ADR) since 2004
- Served briefly in UCLA Ombuds Office prior to coming to UCR in January 2011

MISSION OF THE UCR OMBUDS OFFICE

- By providing *confidential, impartial, informal* and *independent* assistance, the Ombuds Office creates a safe environment for UCR community members to address disputes or university-related concerns.

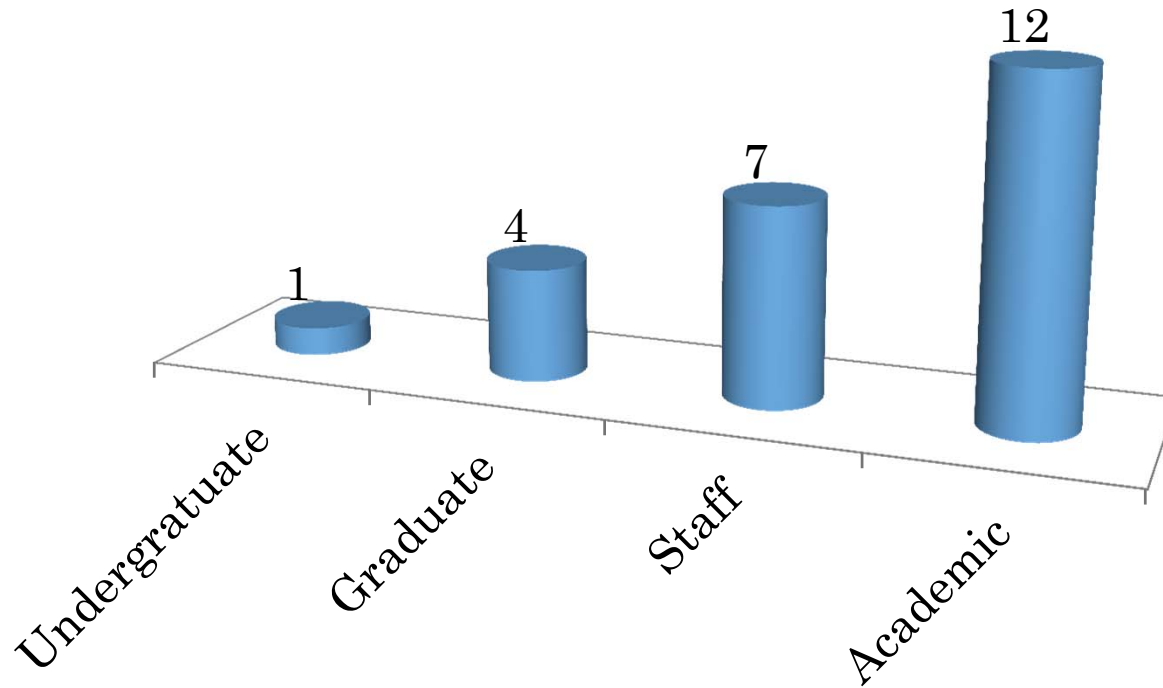
WHO UTILIZES THE OMBUDS OFFICE?

Visitors to the UCR Ombuds Office, July 2011 - June 2012, by Visitor's Constituency



WHO UTILIZES THE OMBUDS OFFICE?

**Approximate Usage Rate Ratios July
2011 – June 2012**



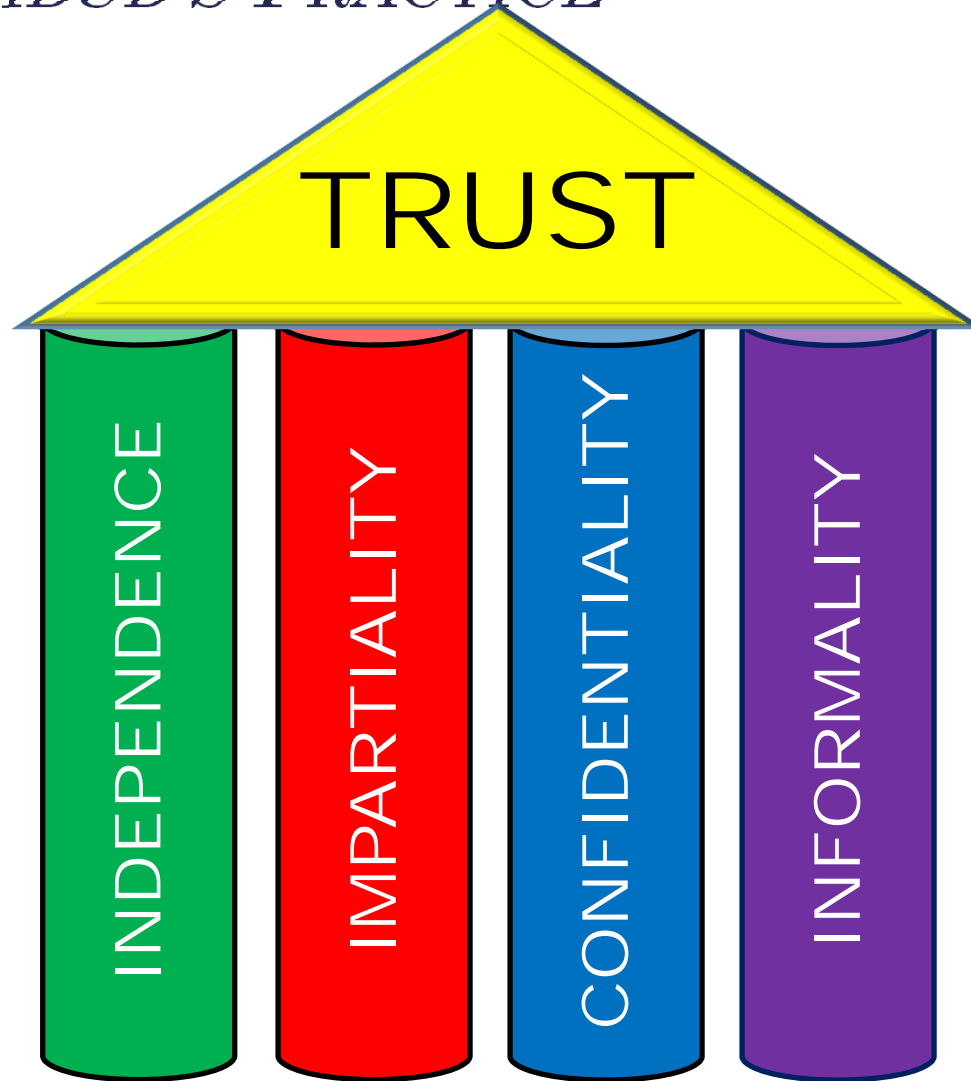
WHAT DOES A TYPICAL CONSULTATION LOOK LIKE?

- Introduction & orientation
- Ombuds (O) listens & seeks to understand Visitor (V)
- O & V discuss V's goals, values, & priorities
- O & V brainstorm & weigh pros & cons of various options
- V decides upon next steps - If O action, O's permission required
- Possible next steps (not an exhaustive list):
 - Nothing
 - Time to reflect
 - Further meetings
 - V to take action, O to follow up
 - O to acquire information
 - O to engage in shuttle diplomacy with other party
 - O to initiate facilitated discussion with V & other party

OMBUDS OFFICE PRIMARY FUNCTIONS

- 1 on 1 Consultations with visitors
- Policy clarification with administrators
- Facilitation between multiple parties
- Upward Feedback
- Training

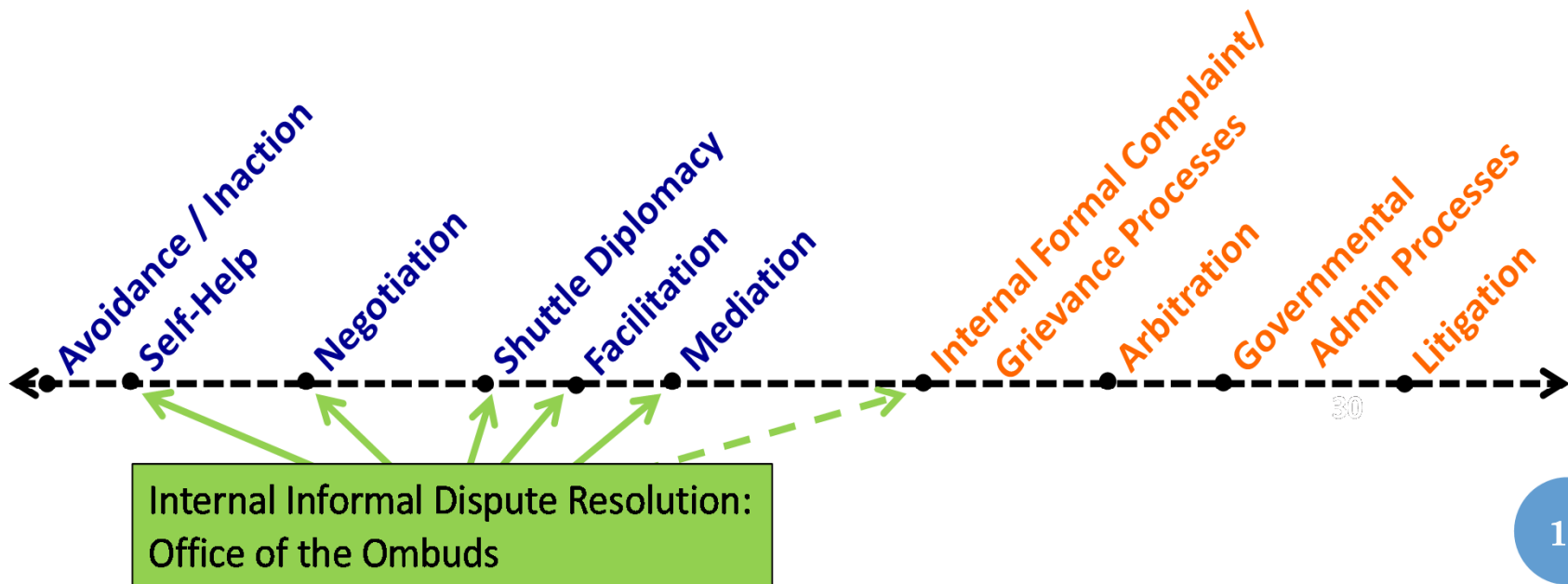
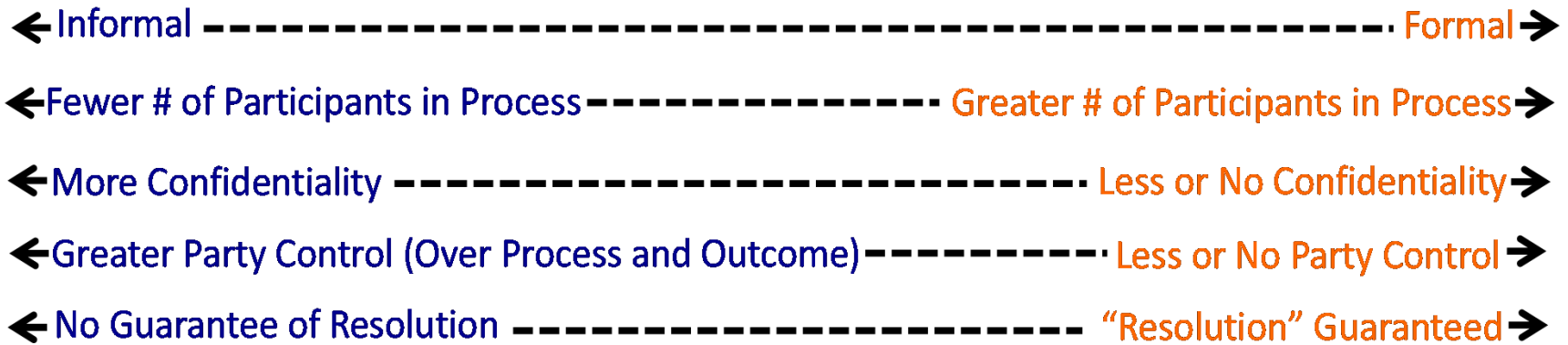
ETHICAL STANDARDS: THE PILLARS OF THE OMBUD'S PRACTICE



OMBUDS ETHICAL STANDARDS CONT. GOVERNING DOCUMENTS

- UCR Ombuds Office Charter
- Declaration of Best Practices for the UC Ombuds Offices
- International Ombudsman Association (IOA) Code of Ethics
- IOA Standards of Practice
- IOA Best Practices
- Additionally the American Bar Association (ABA) publishes guidance.

Opportunities for Resolution: The Dispute Resolution Continuum



BENEFITS OF INFORMAL CONFLICT RESOLUTION

- Promotion of a healthy culture / environment
- Preservation of relationships and networks
- Reduction in costly formal processes / lawsuits
- Increase in productivity & efficiency
- Higher retention of personnel
- Publicity / Reputation
- Time savings
- Increased likelihood of creative solutions

IMPORTANCE OF ROLE OF DEPARTMENT CHAIR IN CONFLICT RESOLUTION

- Types of conflicts Chairs become involved in:
 - Undergraduate Student – Graduate Student
 - Undergraduate Student – Faculty
 - Graduate Student – Faculty
 - Staff – Student
 - Staff – Faculty
 - Faculty – Faculty
 - Department - College

HOW OFFICE OF OMBUDS CAN BE A RESOURCE FOR DEPARTMENT CHAIRS

- Serve as a confidential sounding board to you on challenging matters.
- Resource that you can refer others to.
- Provide anonymous upward feedback on systemic and emerging issues.
- Impartially mediate conflicts within the department.
- Serve as an independent 3rd party facilitator at retreat / planning meetings.
- Provide training & workshops on conflict resolution.

THE OMBUDS OFFICE MAY ALSO CONTACT YOU: PLEASE REMEMBER

- Please do not hesitate to ask questions but be mindful that the Ombuds may be limited in what he can share due to confidentiality requirements.
- The Ombuds is impartial. Although the Ombuds may *present* the perspective of a concerned party, that does not mean the Ombuds *agrees* with that perspective or takes that party's side.
- You are entitled to consult confidentially with Ombuds yourself.
- Ombuds is likely calling to see if an informal resolution is possible. So even if the issue is challenging, it can often be defused.
- Ombuds has no authority to tell you what to do. He can explore and suggest options but is not the decision-maker.

TOP CHAIR RELATED ISSUES THAT COME TO THE OMBUDS

- Undergraduate Grade Appeals / Concern about Instructor
- Departmental Staff – Faculty relationship
- Conflicts between Departmental Faculty members

POP QUIZ #2

- What year was the UCR Ombuds Office founded?
 - A) 1954
 - B) 1968
 - C) 1979
 - D) 1992
 - E) 2001

Q & A

- Questions?
- Comments?
- **THANK YOU!**