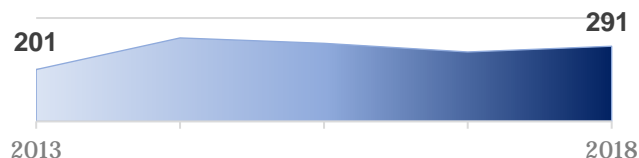
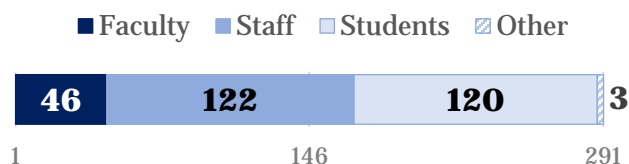


Ombuds Office Summary for 2017-2018

Visitors increased since 2013



Visitors: Mostly staff or students



Ombuds Activities

- Individual visits
- 10 informational presentations
- 26 workshops on conflict management
- Consultations
 - Administrators – 30 events
 - Exit interviews – 25 events
 - Group conflict facilitation – 12 events

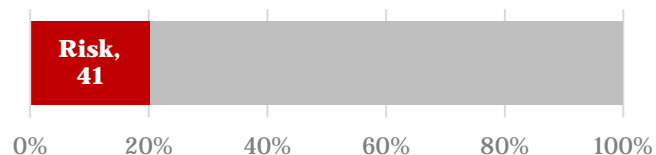
Trends and Comments

- Respect and Incivility
- Compensation and Benefits
- Communication
- Over scheduling & lack of collaboration between departments
- General Climate Issues – Staff v Faculty - perceptions of inequity in treatment and policies, morale, lack of sense of community

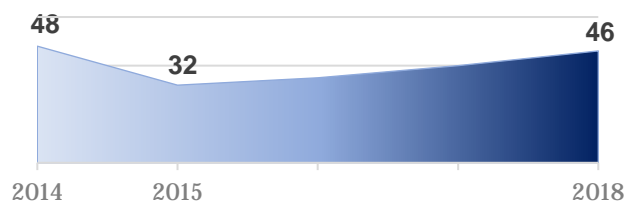
Potential consequences

Category	Visitors
Loss of productivity	67
Respect/abrasive conduct	46
Retaliation – real or perceived*	22
Staff turnover due to conflict	17
Significant policy violations	13
Discrimination/harassment*	11
Possible negative publicity	10
Potential for internal/external grievances	8
Potential for litigation*	5
Serious safety concerns*	3

*20% are organizational risk



Disrespectful behavior increased



Visitor concerns

