

# WORKSHOPS | NAU OMBUDS OFFICE

The NAU Ombuds Office is committed to offering high-quality training opportunities tailored to the unique needs of various campus groups. These sessions aim to enhance communication skills, improve conflict resolution abilities, and nurture productive workplace interpersonal and team relationships. Workshops are highly engaging, incorporating brief presentations interspersed with discussions, role plays and other exercises. To **book a workshop or session**, or to discuss which one(s) might be appropriate for your campus group, please contact [ombuds.office@nau.edu](mailto:ombuds.office@nau.edu) or call us at 928-523-8767. Upon request, workshops can be customized for your campus group.

## INTRODUCTION SESSIONS

### **Tell Me About "Ombuds" - What the Office Does & How It Can Benefit Me** *(Recommended time: 10-30 minutes)*

This presentation covers the role of an organizational ombuds, clarifies common misconceptions about their functions, outlines the services offered by the NAU Ombuds Office, and provides information on how to get in touch with the office.

### **Speed Conflict Resolution: Learning by Exploring What NOT to Do** *(Recommended time: 20-40 minutes)*

This fun interactive workshop is designed to highlight common pitfalls and ineffective behaviors in conflict resolution by deliberately "resolving" conflicts in the worst possible ways. This format allows participants to recognize what not to do and to identify better approaches to handling real-life conflicts.

## COMMUNICATION & CONFLICT

### **Listening Effectively: A Skill-Building Workshop** *(Recommended time: 60-90 minutes)*

This interactive workshop guides participants in mastering three key listening skills: respectful listening, reflective listening, and productive listening. These skills collectively embody the principles of thoughtful listening. Following the exploration of each skill, participants will take part in an interactive exercise to showcase their mastery.

### **Difficult Conversations: Making Them More Productive** *(Recommended time: 60-90 minutes)*

A difficult conversation typically involves discussing sensitive or challenging topics that may lead to discomfort or conflict. In this workshop, participants will engage in interactive roleplays and group discussions to explore the factors that make conversations difficult and discover strategies to make them easier.

### **Beyond Feedback: Using Feedforward to Inspire Improvement** *(Recommended time: 30-45 minutes)*

This workshop leads participants through an interactive, future-oriented "feedforward" activity that avoids many pitfalls of traditional feedback while facilitating an open exchange of ideas.

### **The De-Escalation Toolkit: Essential Skills** *(Recommended time: 60 minutes)*

This hands-on workshop illustrates the process of conflict escalation and outlines effective strategies for de-escalation. Using the "Triangle of Satisfaction," participants will learn tools to effectively de-escalate situations.

### **Navigating Difficult Individuals at Work** *(Recommended time: 60-90 minutes)*

This engaging workshop aims to empower participants to collaborate more successfully with people who are perceived as difficult individuals. Participants will gain strategies to reduce frustration and enhance their effectiveness through case studies and role playing.

### **Managing Defensiveness** *(Recommended time: 60-90 minutes)*

In this interactive workshop, participants will learn what defensiveness is, how it develops, and how to communicate more effectively to reduce defensiveness in themselves and others.

### **Passive Aggressive Communication** *(Recommended time: 60-90 minutes)*

This workshop on passive-aggressive communication aims to educate participants about what passive-aggressive behavior is, why it occurs, who typically exhibits it, and how to effectively manage it in the workplace.

### **Speak Up with Confidence: Mastering Assertive Communication** *(Recommended time: 60-90 minutes)*

This interactive workshop will discuss the DESO model of assertive communication. Participants will practice their assertiveness skills and leave with a useful tool to help them speak work confidence going forward.

### **All Those Rigid Expectations that We Have of Others** *(Recommended time: 60 minutes)*

This interactive session will explore participants' expectations, presents a model for understanding how our expectations can hinder us, and provide practical approaches for addressing conflict situations through the lens of cognitive dissonance theory.

### **Identify and Understand your Preferred Conflict Style (TKI)** *(Recommended time: 60-75 minutes)*

Before this session, all participants will complete an online assessment to identify their preferred conflict style according to the Thomas-Kilmann model. Following a brief overview of Thomas and Kilmann's theory, we will delve into how different conflict styles can intensify disagreements and hinder effective resolutions.

## **TEAM BUILDING**

### **Understanding and Reversing Team Dysfunction** *(Recommended time: 60-90 minutes)*

In this workshop, based on Patrick Lencioni's model of team dysfunction, we aim to help participants define, recognize and address common dysfunctions that can hinder team effectiveness. This interactive workshop will guide participants through understanding each dysfunction, assessing their own teams, and developing strategies to foster a healthier team dynamic.

### **Fostering Trust within Teams** *(Recommended time: 60-75 minutes)*

This workshop will start by exploring personal definitions of trust and will discuss effective methods for fostering trust within team environments.

## **CONSENSUS BUILDING WORKSHOPS | FACILITATED DISCUSSIONS**

These workshops may use Technology of Participation (ToP) facilitation methods that foster authentic participation and meaningful collaboration from a trained ToP facilitator/NAU Ombuds.

### **Communication: Setting Standards for Productive Dialogue** *(Recommended time: 120 minutes)*

Communication breakdowns are not uncommon in both small and large groups. There is no simple, one-size-fits-all solution for getting back to open, productive conversations. In this guided group exercise, you will develop mutually agreed-upon ground rules for what respectful and appropriate communication looks like. To get the most out of the workshop, Ombuds Office staff will meet with participants individually beforehand.

### **Discussing Our Problems Together: A Guided Conversation** *(Recommended time: 90-120 minutes per session)*

Your campus group may be facing one or more challenges and feel that the most productive way to tackle these issues is to bring in an outside facilitator. Before the session begins, the Ombuds Office will meet with all participants and solicit information about the nature of the difficulty and potential solutions, and will present this information without attribution to start the discussion, leading to a productive conversation. A resolution in one session is not guaranteed, but having a guided, respectful discussion will be a step in the right direction.

### **Moving Forward with a Consensus Built Plan (ToP facilitation)** *(Recommended time: 120 minutes per session)*

Your unit is at a crossroads, and you would like some help having the discussion about which path to take. This conversation is about the group coming together to make a decision--or determine how they will make a decision. This workshop is recommended for groups who have any future-focused task, including setting group norms, performance expectations, what we want our department culture to be and strategic planning.