



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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Confidential Impartial Informal Independent

JANUARY 2019 WORKSHOPS

HAVING RESPECTFUL & EFFECTIVE CONVERSATIONS

Differences often arise from a lack of communication. We tend to focus more on our own point of view, particularly during difficult conversations. We forget to try to fully understand the other person's perspective. This workshop is designed to: help us understand why we may avoid difficult conversations, define what a difficult conversation is and prepare for a conversation that is based on mutual respect and trust. We will review the importance of active listening skills as a foundation to effective conversations.

*January 8, Tuesday, 12 pm to 1:30 pm, Humanities Building., Rm. 1023 (West Campus)
January 24, Thursday, 1 pm to 2 pm, Conference Rm. A, 31 Research Way (Tech Park)*

COMMUNICATION TOOL KIT – I Hear You

Communication is the key to establishing and maintaining effective and meaningful relationships. If you wish to be understood, you must also seek to understand. Through discussion, exercises and videos participants will learn and practice communication techniques.

January 24, Thursday, 11:45 am to 12:45 pm, Conference Rm. A, 31 Research Way (Tech Park)

CREATING A POSITIVE WORK ENVIRONMENT – (SUPERVISORY TRAINING)

It's everyone's responsibility to support a healthy, safe and respectful community. We all play a role in the culture that we help to create each day. When incivility occurs, there are services available where we can find information and guidance without fear of retaliation. We will also discuss building a culture of respect and civility, identifying causes of incivility/bullying behaviors, and understanding the types of bullying.

January 15, Tuesday, 12 pm to 2 pm, Humanities Building., Rm. 1023 (West Campus)





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NEGOTIATING CONFLICT – (SUPERVISORY TRAINING)

Conflict is very common between individuals and within groups. It is a natural part of interactions with others. Knowing your conflict management style will help you develop skills to more effectively manage conflict. Discover how you scored on the Conflict Mode Inventory. Then, see how your negotiating style helps and/or hinders solutions to any conflict situation. Learn about the other conflict styles, what they have to offer and when to use them. (Conflict Mode Inventory to be completed prior to workshop).

January 17, Thursday, 12 pm to 2 pm, Humanities Building., Rm. 1023 (West Campus)

TEAM BUILDING – (SUPERVISORY TRAINING)

Working with others toward a common goal can be both rewarding and at times frustrating. This workshop will cover the following topics: team development, team roles and behavior, characteristics of effective teams, and dysfunctional team behavior. It also will address the vital importance that relationships play in team communication. (Team Assessment Questionnaire to be completed prior to workshop.)

January 22, Tuesday, 12 pm to 2 pm, Humanities Building, Rm. 1023 (West Campus)

