



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

SPRING 2021 **ONLINE** WORKSHOPS FOR FACULTY/STAFF/STUDENTS

(See Page 2 for Management/Supervisory Series)

COMMUNICATING ACROSS GENERATIONS

In today's workplace, it is likely one will have co-workers of varying ages, from Baby Boomers to Millennials to more recently Generation Z. This presentation will highlight the historical context, values, and preferred methods of communication, while providing you with the knowledge, tools, and techniques to successfully communicate with people of all generations.

March 18, Thursday, 4:00 pm - 5:30 pm

April 7, Wednesday, 12:00 pm - 1:30 pm

MORE TIPS ON RESPECTFUL & EFFECTIVE COMMUNICATION (NEW)

In this workshop you will learn about the 7 C's of Communication, the 6 Levels of Listening, the ABC's of Communication and the 6 Transformative Benefits of Respect in the Workplace. By putting this all together, you will be able to improve your relationships and feel better understood.

March 25, Thursday, 4:00 pm -6:00 pm

April 12, Monday, 12:00 pm -2:00 pm

MANAGEMENT/SUPERVISORY SERIES – PAGE 2





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MANAGEMENT/SUPERVISORY SERIES – 2 hours each

MANAGING DIFFICULT CONVERSATIONS

As a supervisor, it is your responsibility to not only oversee the work of your employees, but also to teach, support and counsel your employees. This means meeting with your employees about their job performance, including performance goals, progress and behavior. Your job and your relationship with your employees are made much easier when you have the knowledge, skills and confidence to manage difficult conversations. This workshop is divided into 4 sections: Difficult Conversations, Conflict Communication Skills, Active Listening Skills, and Role Play Scenarios.

April 5, Monday, 12:00 pm - 2:00 pm

April 22, Thursday, 4:00 pm - 6:00 pm

NEGOTIATING CONFLICT

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).

April 15, Thursday, 4:00 pm -6:00 pm

April 26, Monday, 12:00 pm -2:00 pm

MANAGING CHANGE

This workshop is an introduction to the change process and how to prepare yourself and your team for change. Workshop objectives are to: 1) Learn about change and transition, 2) Identify the emotions associated with change, 3) Understand why change initiatives fail, 4) Describe the 10 principles of leading change management, 5) Review the theoretical models of change, 6) Commit to working through the challenges of change and 7) Educate and support your team through change.

April 8, Thursday, 4:00 pm - 6:00 pm

April 19, Monday, 12:00 pm -2:00 pm

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