



EXPLORE OPTIONS
MANAGE EXPECTATIONS
RESOLVE CONFLICTS
DISCOVER RESOURCES

OMBUDS OFFICE

CONFLICT SCENARIO

You are a faculty member walking toward the department offices. As you enter the suite, you hear raised voices. Two staff members are engaged in a heated discussion. One, Alex, is ready to cry and the other, Sam, is visibly angry, leaning toward Alex. As one advances, the other retreats. A student is sitting nearby pretending to be invisible.

Alex stammers a refrain: *You're not listening.*

Sam speaks over: *You're careless, wasteful, lazy, and useless. This is my program and I'm sick of your incompetence.*

Alex, frustrated, responds with: *I'm sick of your abuse, you treat everyone badly and you're a #&\$##@!!*

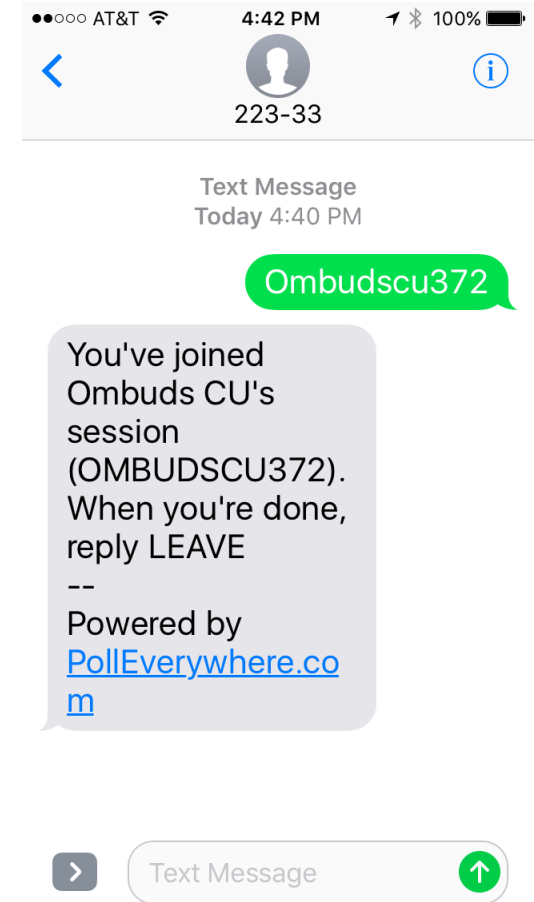
Alex leaves crying. Sam turns to you and says: *You heard that? You're a witness. This is abuse. I'm making a report.*

You say nothing and turn to leave, unable to make eye contact with the student. You've heard Sam speak to others this way and you usually avoid Sam.

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Let's Take a Poll

- Take out your cell phones
- Text **OMBUDSCU372** to **22333** to join
- You will receive a response that you have joined the Ombuds CU session
- Be ready to text/send your answer choice



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Poll Title: Are you inclined to proactively speak to anyone at this encounter?

- A. Yes
- B. No

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Poll Title: Does the fact that Sam is the partner of the new DGS and rising star of the department impact your decision?

- A. Yes
- B. No

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Poll Title: Who are you most concerned?

- A. Yourself
- B. Alex
- C. Sam
- D. Student
- E. Department/Columbia

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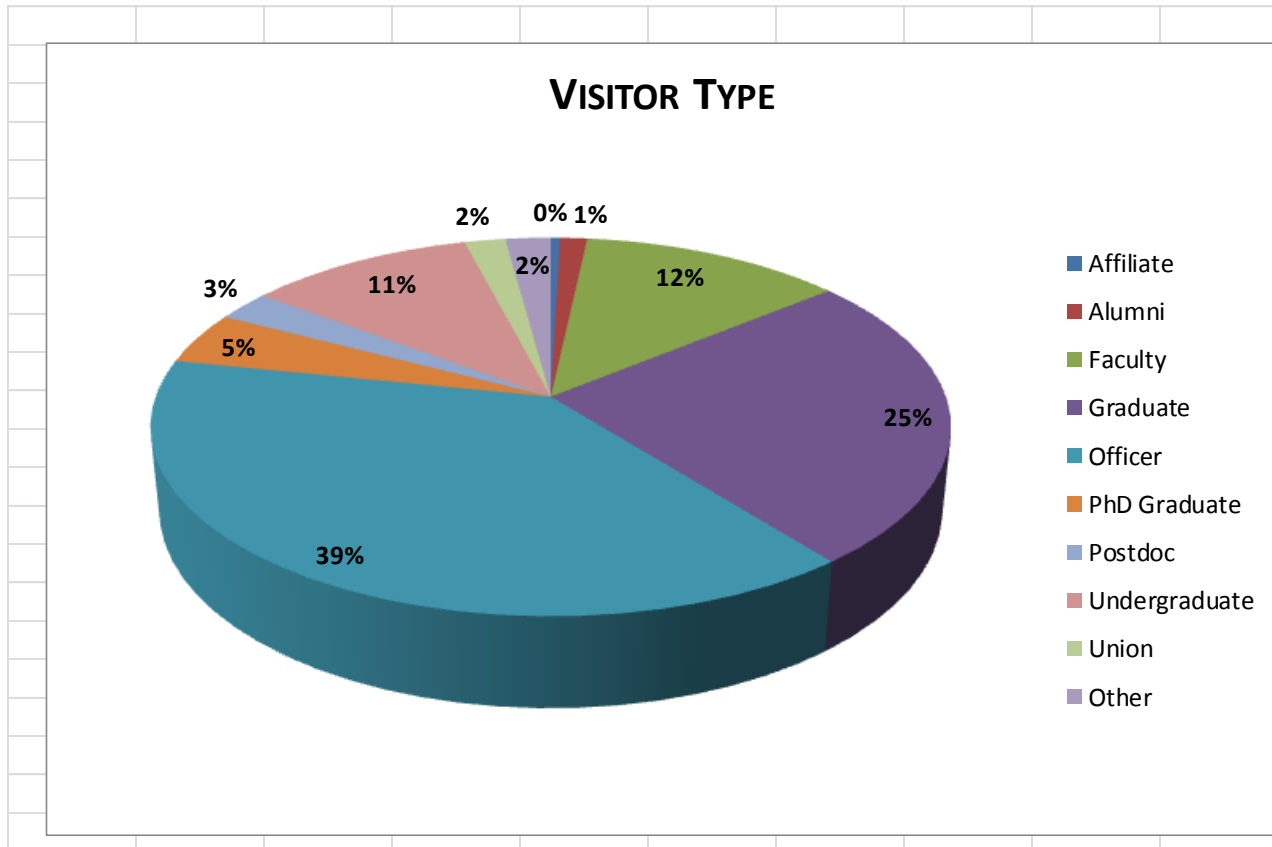
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Poll Title: Who would the Ombuds Office be an appropriate resource for?

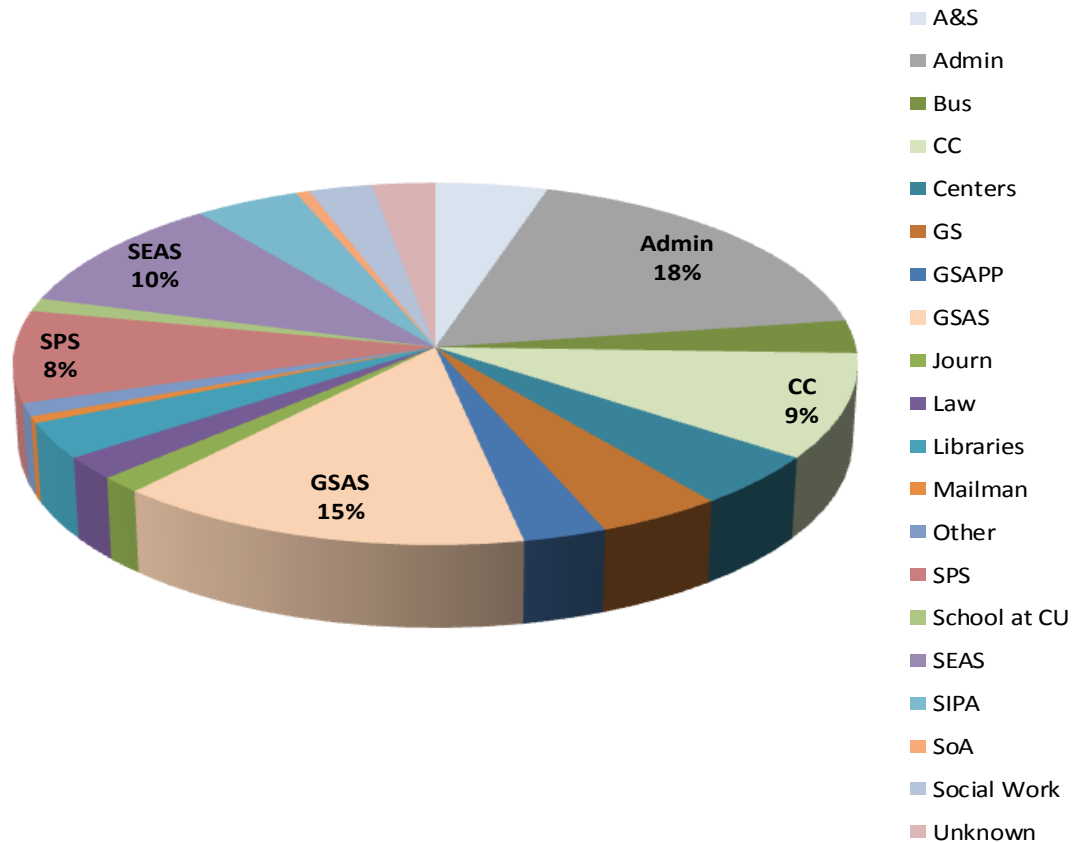
- A. You
- B. Sam
- C. Alex
- D. Student
- E. All of the Above

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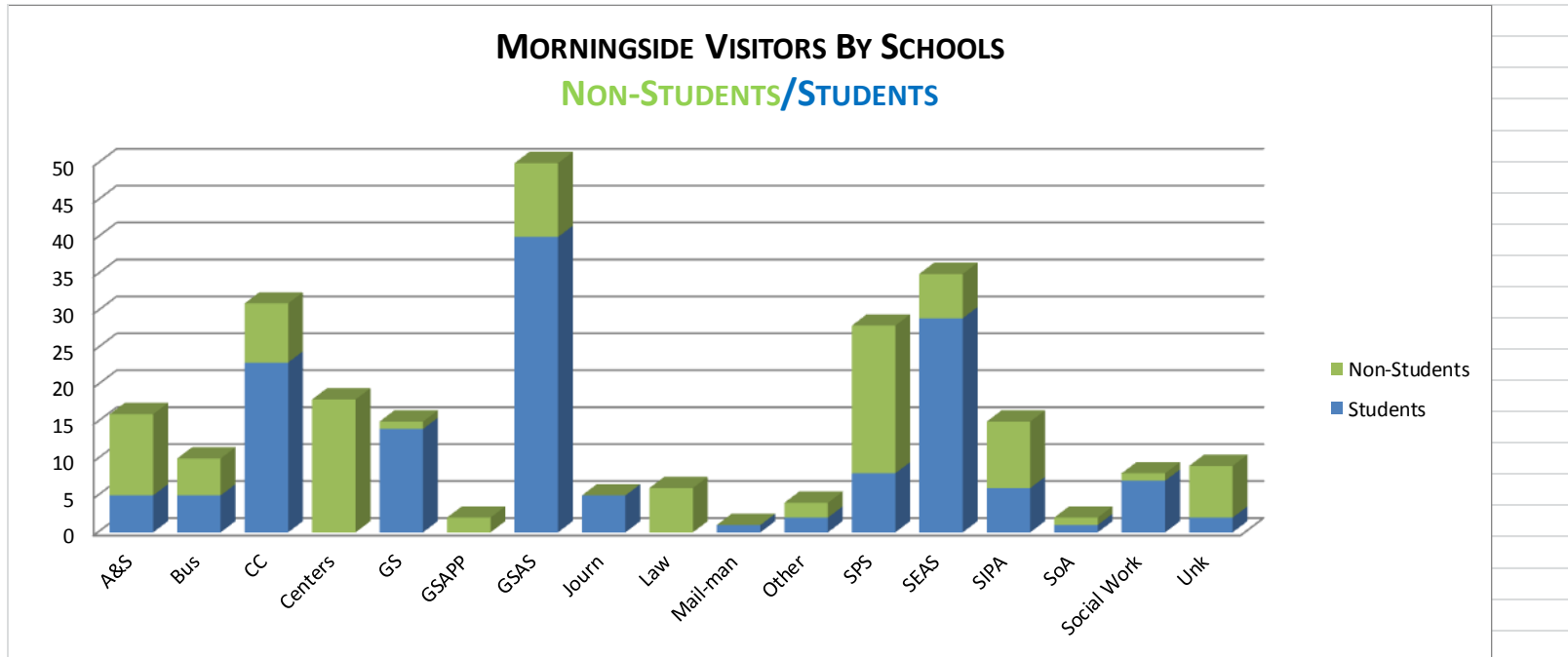


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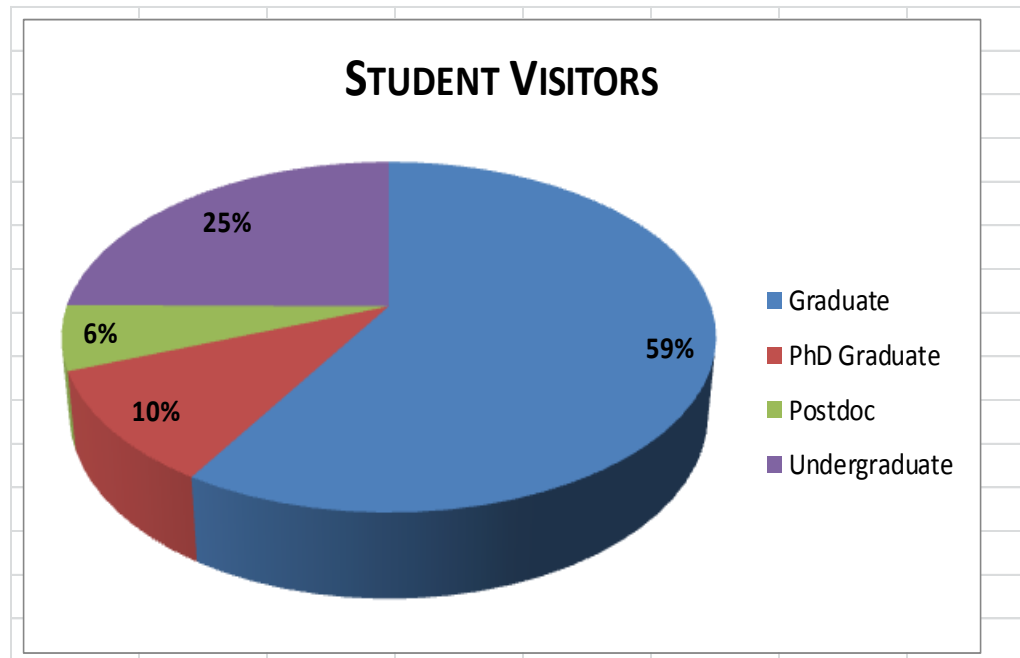
MORNINGSIDE VISITORS BY SCHOOL



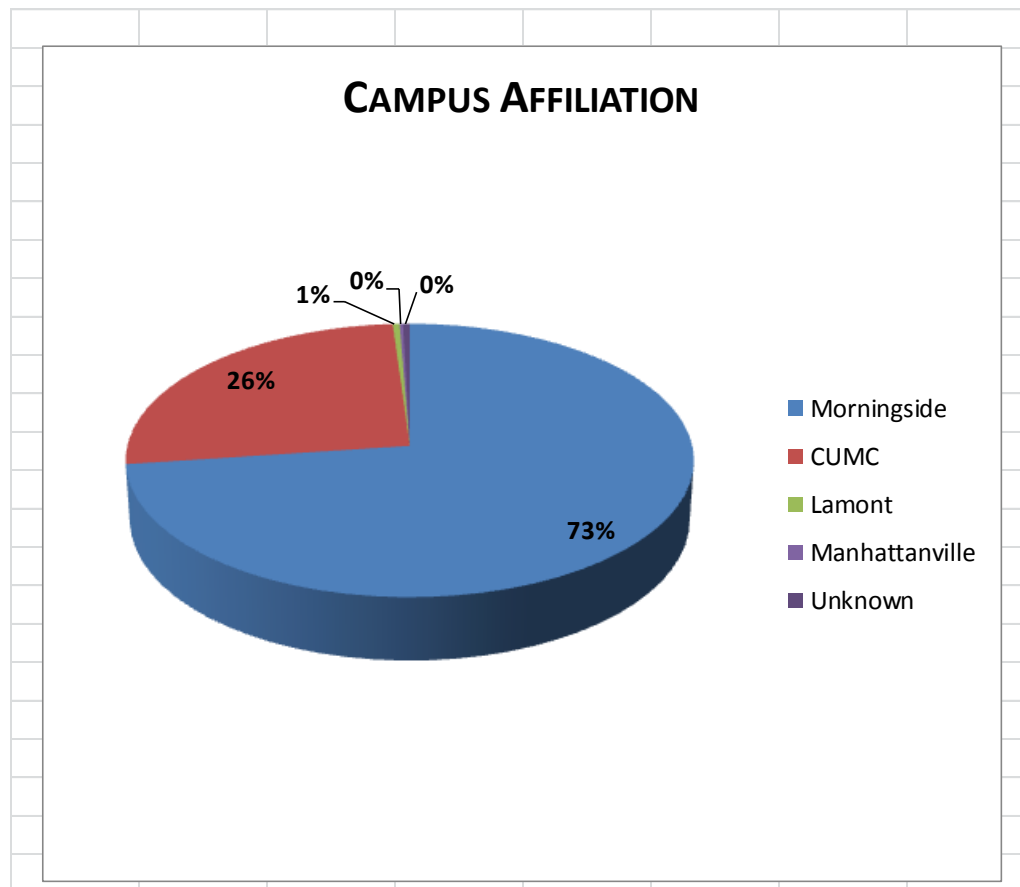
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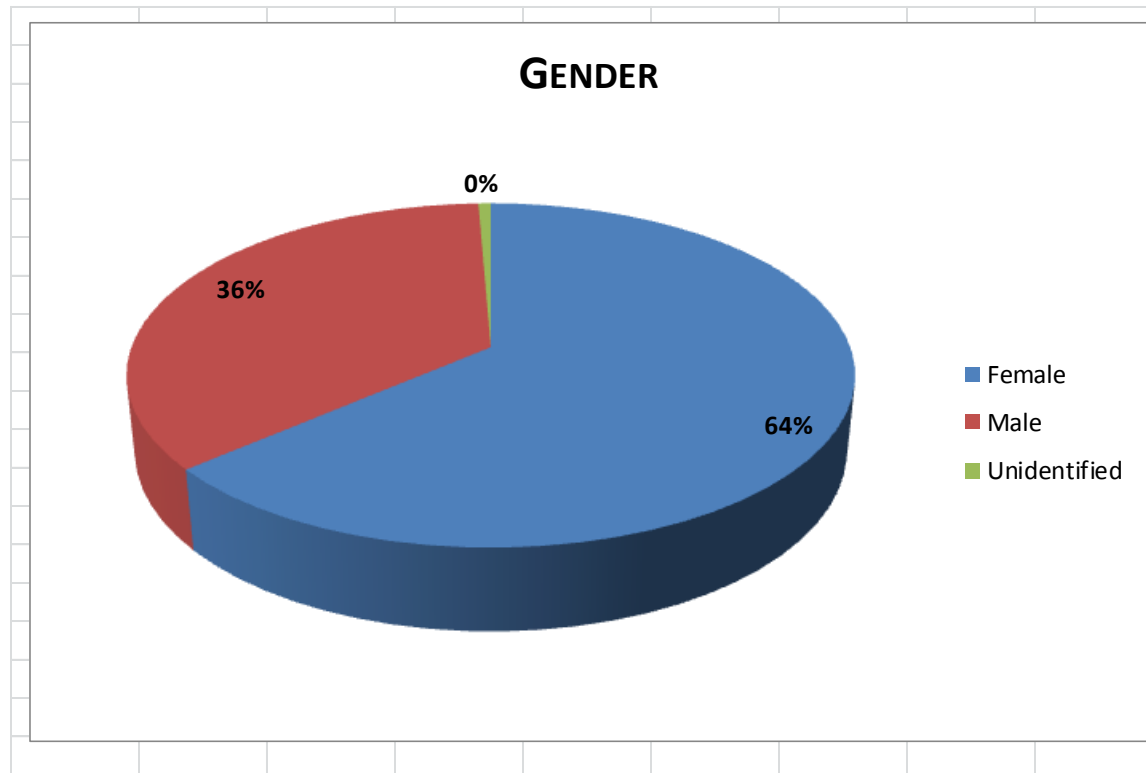
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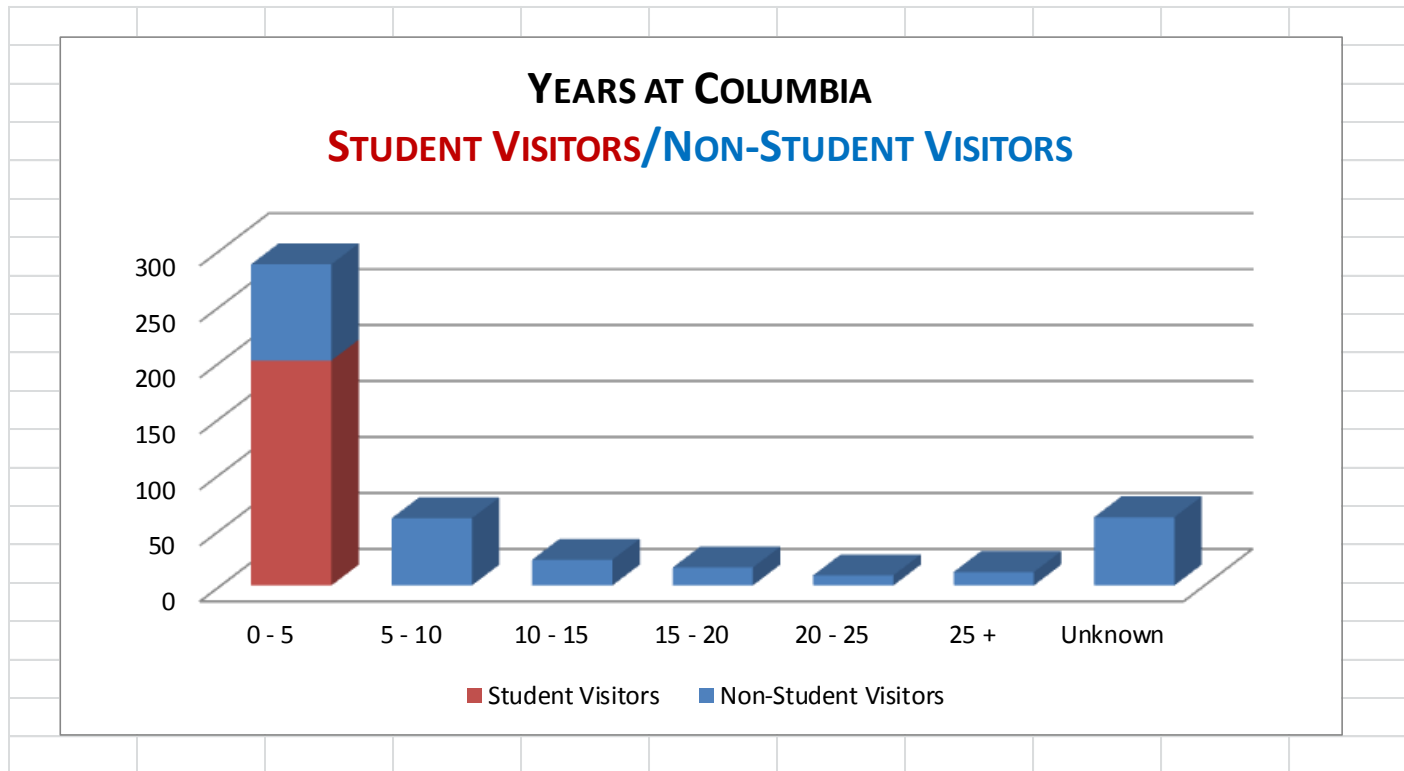
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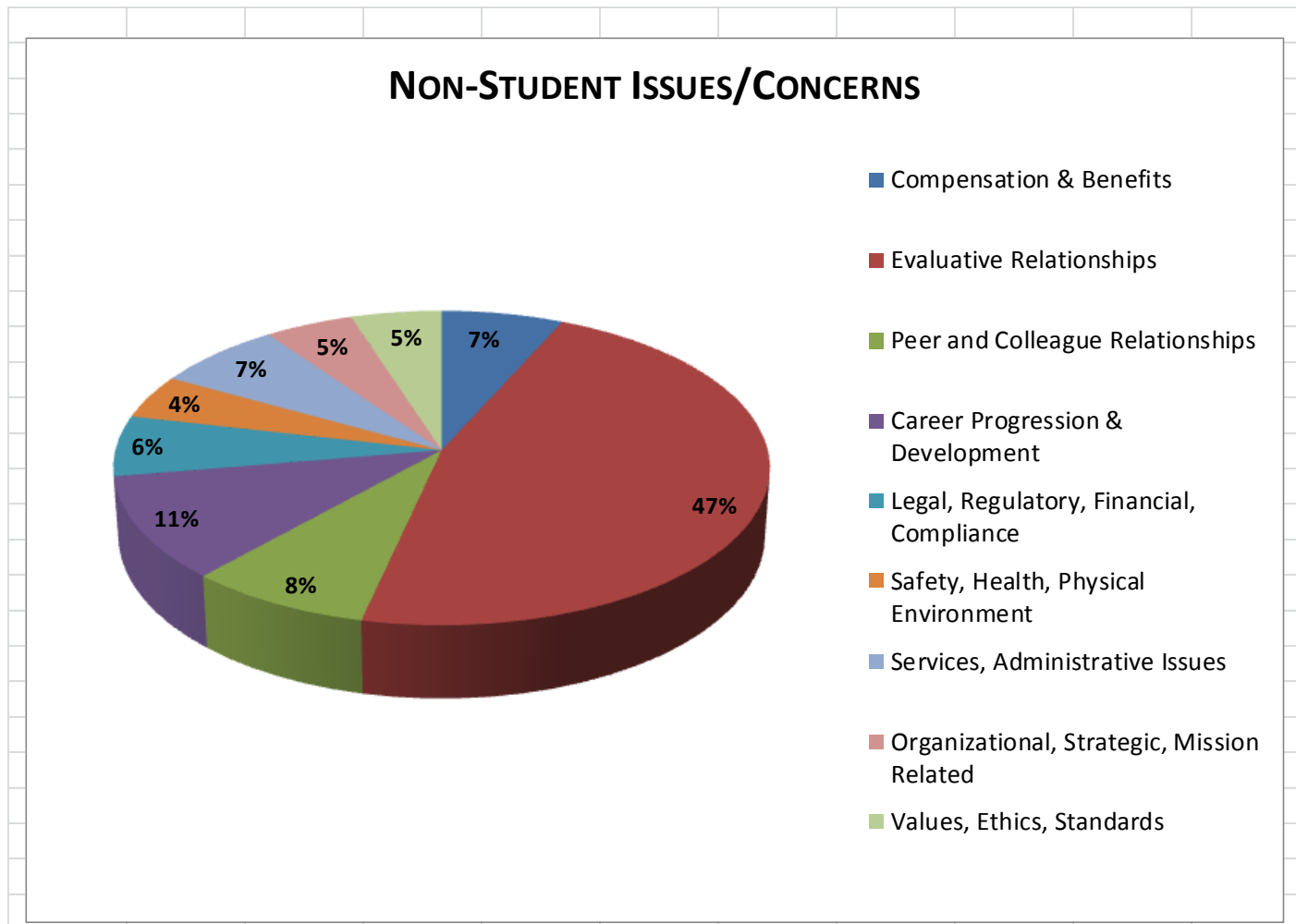
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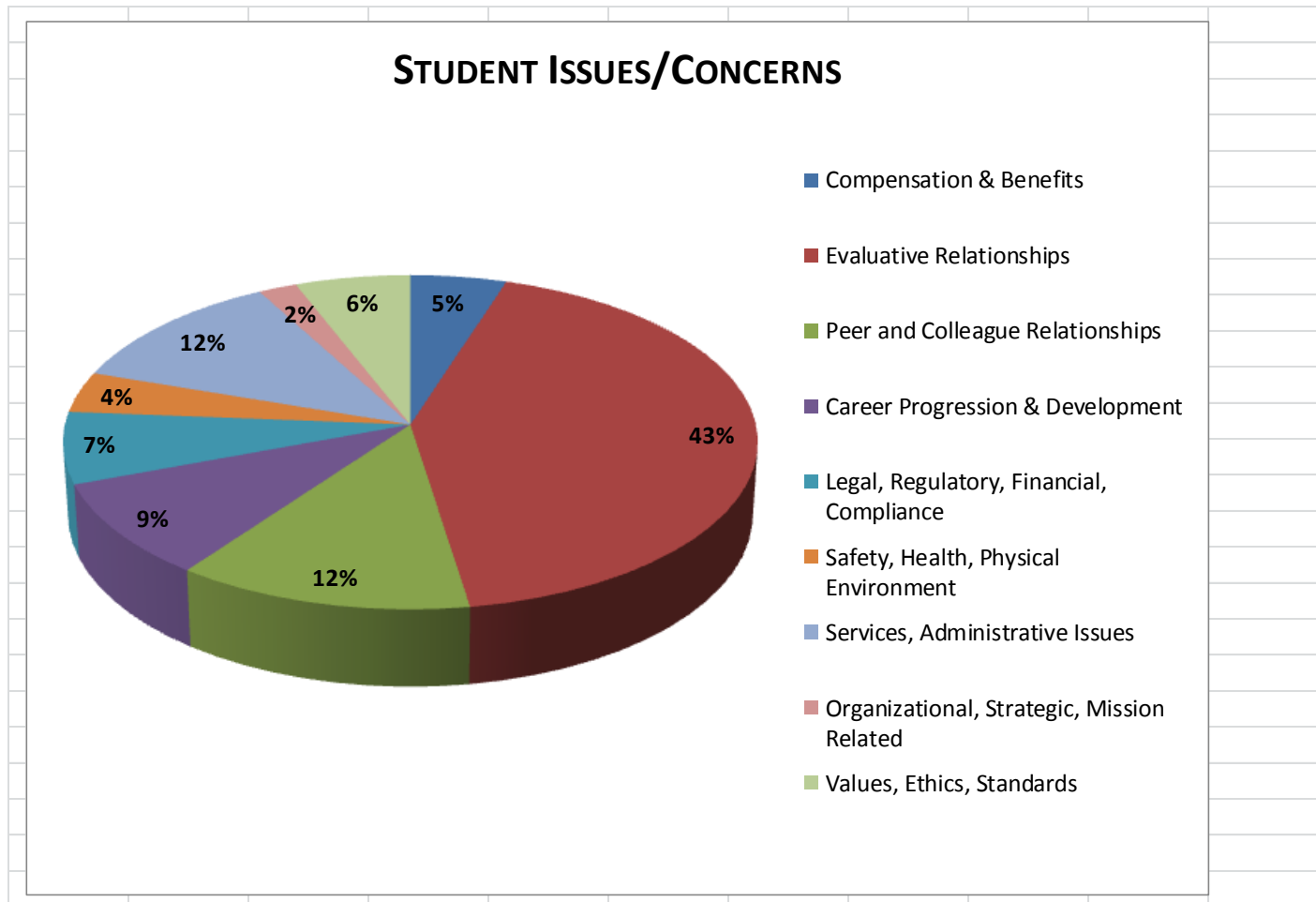


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Based on the reporting categories of the International Ombudsman Association

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Thank You

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