EXPLORE OPTIONS
MANAGE EXPECTATIONS
RESOLVE CONFLICTS
DISCOVER RESOURCES
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.
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
Your poll will show here

1. Install the app from pollev.com/app
2. Make sure you are in Slide Show mode

Still not working? Get help at pollev.com/app/help or Open poll in your web browser
Poll Title: Are you inclined to proactively speak to anyone at this encounter?

A. Yes
B. No
Your poll will show here

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or
Open poll in your web browser
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
Your poll will show here

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Columbia University
In the City of New York
Poll Title: Who are you most concerned?

A. Yourself
B. Alex
C. Sam
D. Student
E. Department/Columbia
Your poll will show here

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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
VISITOR TYPE

- Affiliate: 39%
- Alumni: 5%
- Faculty: 11%
- Graduate: 12%
- Officer: 2%
- PhD Graduate: 2%
- Postdoc: 0%
- Undergraduate: 1%
- Union: 2%
- Other: 3%
OMBUDS OFFICE

MORNINGSIDE VISITORS BY SCHOOL

- Admin 18%
- CC 9%
- GSAS 15%
- SPS 8%
- SEAS 10%
- GS 9%
- GSAPP 6%
- GSAS 15%
- Journ 6%
- Law 4%
- Libraries 3%
- Mailman 2%
- Other 2%
- SPS 8%
- School at CU 4%
- SEAS 10%
- SIPA 4%
- SoA 4%
- Social Work 2%
- Unknown 1%
OMBUDS OFFICE

STUDENT VISITORS

- Graduate: 59%
- PhD Graduate: 25%
- Postdoc: 6%
- Undergraduate: 10%

Columbia University
In the City of New York
CAMPUS AFFILIATION

- Morningside: 73%
- CUMC: 26%
- Lamont: 1%
- Manhattanville: 0%
- Unknown: 0%
Gender

- Female: 64%
- Male: 36%
- Unidentified: 0%
Based on the reporting categories of the International Ombudsman Association.
Based on the reporting categories of the International Ombudsman Association.
Thank You

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