

Common topics:

- Supervisor/employee dynamics
- Navigating challenging relationships
- Understanding policies & procedures
- Advocating for yourself
- Sharing or clarifying your thoughts around an issue
- Perceived unfair treatment
- Miscommunications between supervisors, coworkers and employees
- Preparing for a difficult conversation and ways to discuss issues
- Incivility in the workplace
- Health, safety and well-being
- Conflict within the organization/ workplace
- Cultural misunderstandings
- Career progression and development

An equal-access and equal-opportunity University

To schedule an appointment

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OFFICE OF THE

Ombuds

A confidential campus resource to assist employees navigating concerns or conflict in the workplace.



**COLORADO STATE
UNIVERSITY**

An aerial photograph of a lush garden with a central gazebo. The garden features numerous rectangular flower beds arranged in a semi-circular pattern, filled with various colorful plants and flowers. A winding path leads through the garden. In the background, a road with parked cars and trees is visible.

Office of the Ombuds

serves all Colorado State University employees who voluntarily seek confidential assistance in resolving concerns related to the workplace.

THE OMBUDS IS COMMITTED TO

Four Principles*

1. Confidentiality

The Ombuds holds information in confidence and does not disclose communication unless given permission by the employee or in the event of risk of serious harm.

2. Impartiality

The Ombuds remains neutral, unaligned, and does not advocate for any party or entity. We will advocate for fair processes.

3. Informality

The Ombuds is an informal resource and does not participate in any formal process related to concerns brought to the office.

4. Independence

The Ombuds is independent in structure, function, and appearance. The Ombuds does not report on any cases except as aggregate data that protects the visitors.

What we do:

- Listen to issues and concerns
- Help identify a range of options for solving problems
- Answer questions or make appropriate referrals to others who can assist
- Offer information about CSU policies and procedures
- Facilitate communication between people
- Informally mediate disputes to seek satisfactory resolution for all parties
- Offer coaching to prepare for difficult conversations
- Identify trends or perceived systemic problems while making recommendations for institutional improvements within the organization

We do not:

- Participate in formal grievance processes, make administrative decisions, investigate or determine findings or assign sanctions
- Offer legal advice, psychological counseling, or receive official “notice” for the University
- Have “responsible employee” obligations related to sexual harassment/misconduct
- Have the same reporting requirements as other employees

*These principles are in adherence to the International Ombudsman Association Code of Ethics and Standards of Practice.
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