

## 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

## To schedule an appointment

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### OFFICE LOCATION

316 General Services Building  
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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



# 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 Ombuds Association Code of Ethics and Standards of Practice.

[ombuds.colostate.edu](http://ombuds.colostate.edu)