

THE VISIT

The visit is a private conversation with a skilled neutral in which the visitor can think out loud about a workplace situation, gain clarity and perspective, and receive information about resources and possible constructive approaches. Afterwards, the next steps are entirely up to the visitor.

SCHEDULING A VISIT

UNM staff, faculty supervising staff and their co-workers can call 277-2993 to schedule a visit.

The visit will be scheduled with the next available ombuds. We are expert neutrals knowledgeable about constructive approaches to conflict management and UNM policy and resources.

The visitor schedules to meet for at least an hour with an ombuds. Visits typically take place within a couple of days unless the visitor wants to come at a later date.

UPON ARRIVAL

Ombuds staff will greet the visitor when they arrive. They will be invited into a quiet and private office to sit comfortably.

The visit will be confidential and begins with a review of ombuds confidentiality. An ombuds will not reveal the name of a visitor or any of the content of the conversation to anyone without the visitor's permission unless the ombuds determines that there is a need to break confidentiality to address an imminent threat of serious harm, or as required by law. We support the visitor's own efforts to build direct communication.

THE CORE OF THE VISIT IS A CONVERSATION

The visit is an opportunity for the visitor to talk/think out loud about their workplace situation without being judged. This is a rare opportunity to have a neutral sounding board and a skilled listener with no agenda for you or your situation.

Once the visitor has said what they want to say about the situation, and the neutral ombuds has listened to the visitor, the ombuds can do the following:

- Help sort through a jumble of concerns to help the visitor identify what matters most and to identify the visitor's priorities going forward
- Help the visitor to consider the perspectives of other stakeholders
- Coach the visitor on how to express concerns and ideas constructively
- Coach the visitor on available policies and resources for guidance in moving forward
- Help the visitor to evaluate options for addressing the visitor's priorities in search of an approach with which the visitor feels comfortable

Adapted from **The Organizational Ombudsman** by Charles Howard, pp. 77-78