OMBUDS SERVICES FOR STAFF

Ombuds Services for Teams

Process Check List for Leadership

✓ Date Completed	
	Leadership meets with Ombuds Services to:
	- Discuss goals, clarify the process and its limitations
	- Decide what question(s) visitors should focus on during their 1:1 visit to Ombuds
	- Set the end date for when all team members (including leadership) should have had their 1:1 visit with Ombuds
	- Schedule date/time for Ombuds presentation
	Draft e-mail to Ombuds
	- Leaderships sends Ombuds Services a draft of the announcement for review before the e-mail announcing the initiative is sent to the team
	Ombuds recommends changes to draft e-mail or confirms it's good-to-go
	Ombuds presentation
	- Ombuds Services makes a presentation to the group explaining Ombuds Services and answering questions
	- Presentation is about 20 min.
	E-mail announcing initiative is sent to team
	1:1 visits with Ombuds
	- Each member of leadership has a 1:1 confidential visit
	- Each team member has a 1:1 visits with Ombuds
	Leadership meets with Ombuds
	- Within 3 weeks of the pre-determined date when all 1:1 visits should have been completed, leadership meets with Ombuds to discuss next steps.
	- Change takes time. Leadership is welcome to continue to meet with Ombuds over the next several months to discuss "now what?" (punctuation)

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