**NDSU Ombuds’ Workshop Topics**

* **Anti-bullying**
  + Understand what bullying is, how to prevent it, and ideas to help those who are experiencing bullying
* **Change management**
  + Change can be difficult for us, even when we know it is for the best. Learn new ideas for managing change and understanding your triggers related to change
* **Boundaries**
  + With the many demands placed on us at home, work and our community, we often struggle with how to say no. In this session, we will look at why boundaries are important to our well-being and how to communicate them. Other subtopics include trust and psychological safety.
* **Civility/Respect**
  + While we all intend most days to be respectful and be treated with respect, it doesn’t always happen. In this workshop, we will take a deep dive into what is civility and respect, what gets in the way, and how to respond to incivility. Another subtopic is drafting civility agreements.
* **Communication**
  + Topics: Understanding intent and impact; Communication pitfalls; Responding to micro-aggressions
* **Conflict Management**
  + This topic can be for an hour, or a ½ day, or even a series or “certificate” program. Subtopics include: the experience of conflict; understanding triggers; dealing with difficult people; and can include difficult conversations
* **Conflict Styles**
  + **I**dentify your primary conflict styles including habitual responses to conflict, and learn to choose your style (includes an inventory that can be offered pre-session)
* **Difficult Conversations**
  + While this session often follows conflict management, it can also be offered as a stand-alone. It can be short or longer with coached practice sessions. Participants will learn what a difficult conversation is, how to prepare for it, communication skills, and how to follow-up to ensure clarity.
* **Difficult People**
  + We all experience difficult people from time to time, and we can be difficult as well. Consider why difficult behaviors happen and how to best manage difficult relationships. \*This can also be included in a longer conflict management session.
* **Expectations**
  + Setting, managing and changing expectations are part of everyday life, however, when they are unclear, it can set us up for failure. Learn more about how to set clear expectations and communicate them respectfully
* **Emotional Intelligence**
  + This can be a series of small workshops or a longer session. In this session, we will learn more about E.I. by being more self-aware, seeing our blind spots, regulating our triggers and emotional responses, and increasing empathy and social cues
* **Feedback and Evaluation**
  + This session teaches us how to give meaningful feedback on a more frequent basis and how to receive feedback and reduce defensiveness
* **Listening Skills**
  + This is a great workshop for those who want to increase their ability to listen to understand, and how it means help people to feel hear and understood. It can include listening inventories and coached practice sessions.
* **Microaggressions**
  + This is a workshop to help us to understand how we can cause harm to others by our word choice, even though we didn’t intent to. Learn more about how these words impact all of us, and in particular, people who are in marginalized groups. Learn how to respond to microaggressions when you experience them, and when you are a bystander to them.
* **Organizational Climate and Culture**
  + This session helps us to understand the spaces we work in and how to create and sustain a healthy workplace culture. Every person in the workplace contributes daily to the overall atmosphere, whether good or bad. Our relationships with those in our workplace lend to our perceptions of climate.
* **Understanding Privilege and DEI**
  + This is a personal approach to understanding who we are in the world, what we bring to the diversity table, how privilege helps us and others to create a more accepting and inclusive workplace