



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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Confidential Impartial Informal Independent

OMBUDS OFFICE FALL 2018 WORKSHOPS

HIGH CONFLICT BEHAVIOR – What Is It & What Can You Do About It

High conflict behavior creates unnecessary stress, effects team motivation and morale and negatively impacts both individual and organizational performance. This workshop will describe high conflict thinking and high conflict behavior. Participants will learn and practice the BIFF response to high conflict behavior.

October 12, Friday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 101

October 31, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201

COMMUNICATION TOOL KIT – I Hear You

Communication is the key to establishing and maintaining effective and meaningful relationships. If you wish to be understood, you must also seek to understand. Through discussion, exercises and videos participants will learn and practice communication techniques.

October 23, Tuesday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 101

October 17, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201

CHANGE & TRANSITION – Navigating New Waters

It's not uncommon for both individuals and institutions to resist change. Change is a process. It is often associated with uncertainty, and themes of loss. Learning to cope with change and adapt to a new normal can be both challenging and rewarding.

October 30, Tuesday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 101

November 7, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201

