



# Office of the Employee Ombud

The Office of the Employee Ombud (OEO) is a confidential, informal, and independent resource that supports all City employees in addressing workplace concerns in a fair and equitable manner. OEO empowers individuals to navigate conflict through individual case management, mediation, and education. For individual concerns, we recommend submitting a report through our secure [EthicsPoint](#) portal or email us at [ombud@seattle.gov](mailto:ombud@seattle.gov).

## **Trainings Available City-wide**

City staff should log into [Cornerstone](#) for session dates/times and to register. To request a training for a team or department, please complete and submit the [OEO Training Consultation Form](#).

### **Conflict Management (2 hours)**

Across all work environments, conflict is inevitable and may likely lead to significant disruptions and negative consequences if addressed incorrectly or left unresolved. Participants will learn, practice, and follow steps for resolving conflict, become more confident and effective in managing interpersonal and common workplace conflict situations, understand the different styles for conflict management and determine their preference(s) for addressing it, and learn to successfully mediate conflict between two parties.

### **Bystander Intervention (2 hours)**

We share a responsibility as City employees in preventing discrimination, harassment, microaggressions and other unacceptable behaviors. Participants will learn to identify early warning signs of these types of misconduct, understand the barriers to intervention, learn about the different strategies to intervene, and practice these techniques in real-life scenarios.

### **Preventing Racism in the Workplace (2 hours)**

We have a responsibility as City employees to uphold the [City Workplace Values and Expectations](#) which include Racial Equity and Social Justice. Participants will learn to define racism, understand systemic and institutional barriers, recognize their own biases, identify racism in the workplace, and learn to engage with colleagues around the topic of race particularly in interpersonal conflicts stemming from racialized conduct in the workplace.

### **Trauma Informed Care (2 hours)**

It's important to recognize the widespread impacts of trauma and understand potential paths for recovery given that many people have experienced at least one traumatic event in their lives. Participants will learn to identify the signs, symptoms, and effects of trauma, describe the 6 principles of Trauma Informed Care, discuss the benefits and best practices of peer support groups, learn how to apply a Trauma Informed Care framework in workplace policies, procedures, and policies, and discuss ways to actively resist re-traumatization.



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## **Effective Management (2 hours)**

People managers must develop and apply core management fundamentals to create and maintain a productive, collaborative, and respectful work environment. Participants will identify the qualities and skills of an effective supervisor/manager, recognize the importance of setting clear objectives, expectations, and instructions that support individual and team performance, and understand key concepts of situational leadership.

## **Effective Feedback (1.5 hours)**

Many of us find it challenging to provide and receive feedback, especially at work. We are often apprehensive when we need to deliver it and may take it personally when receiving it. However, feedback is crucial because it inspires and supports individual growth and contributes to a stronger, more positive work environment. Participants will learn about adaptive behaviors and how to apply them in this context, learn techniques for embracing and valuing feedback from others, and explore the different steps that will support a constructive conversation where there is mutual understanding and respect when providing feedback.

## **Trainings Available by Request Only**

Please complete and submit the [OEO Training Consultation Form](#) to discuss your needs with OEO staff.

## **\*NEW\* Divided We Fall: Preventing Polarization in the Workplace (2 hours)**

We live in a time of rising extremism and increased polarization where racial discord, political opposition, unreliable media sources, and other factors make our coexistence more challenging due to growing hostility, rage, and hate. As City employees, we must actively contribute to a safe and respectful work environment where we understand, value, and accept each other's differences. Participants will learn about the psychological and social influences that contribute to our resistance against dissenting viewpoints, discuss the critical thinking/research skills to identify mis/disinformation from credible and objective sources, and discuss communication techniques to help confidently engage in constructive, good-faith dialogue with people who hold differing views.

## **Cultural Intelligence (2 hours)**

Our world today is much more interconnected and diverse therefore we are more likely than ever to work and engage with people from cultures and lived experiences different from our own. Although these differences are extremely valuable, they may also present unique communication challenges and barriers. Participants will explore the definitions of culture and cultural intelligence, learn to be more aware when communicating with people from different cultures, identify the benefits and barriers to intercultural communication, and plan and implement strategies to improve or enhance their cultural intelligence.