

CONFLICT: THEORY AND APPLICATIONS -CORE COURSE- INFORMATION

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| Half Day, Full day or Multi-Day course: | 2 days |
| Course Title: | Conflict: Theory and Applications for the Organizational Ombudsman |
| Course Description: | This interactive course provides participants with a broader and deeper understanding of the full range of research and theory regarding human conflict, application of this fuller understanding to conflict in organizations, and practical applications for both working with specific disputes and helping to improve the organization's systems and culture for addressing conflict. |
| Course Developers: | Sue Theiss, MA (Communication) Ombuds, Oregon State University Sue.theiss@oregonstate.edu Michael Dues, PhD (Communication and American Studies) (retired) The University of Arizona University Ombuds Committee |
| Pre-requisites: | Foundations of Organizational Ombuds Practice |
| Learners will: | <ol style="list-style-type: none"> 1. Become familiar with seminal theories and research in conflict management across various disciplines. 2. See how concepts from these various fields come together to inform the role and work on the organizational ombuds. 3. Acquire specific new conceptual tools for facilitating dispute resolutions in the context of broader, sometimes counterproductive conflict management systems. 4. Generate insights and ideas for how the ombuds can play a central role to developing optimal systems for organizational conflict management. |
| Who Should Attend: | This course is useful for all working ombuds who already have a working knowledge of the ombuds role and standards of practice, and who have begun to experience some of the challenges posed by the organizational system within which they practice. |
| Min/Max attendees: | Max = 20; Min = 6 |
| Level of Difficulty: | Moderate |