

**Count**

1

**Inquiry #**

**Initial Contact Date:**

**Date Closed:**

**Days spent with visitor**

**Referral Source (if applicable)**

## **ISSUES**

### **Mission, Strategy, & Organizational Concerns**

- M - Leadership and Management
- M - Data/Methodology/Interpretation of Results
- M - Mission/Strategic & Technical Mgmt
- M - Priority Setting /Funding
- M - Communication (Corporate)
- M - Change Management
- M - Restructuring and Relocation
- M - Organizational Climate
- M - Use of Positional Power/Authority
- M - Division/Field-Specific

### **Evaluative Relationships**

- E - Supervisory Effectiveness
- E - Respect/Treatment
- E - Communication (Supervisory)
- E - Equitable Treatment
- E - Assignments/Schedules
- E - Feedback
- E - Trust/Integrity
- E - Bullying
- E - Performance Appraisal/Grading
- E - Climate
- E - Priorities/Values/Beliefs
- E - Discipline
- E - Reputation
- E - Diversity-Related
- E - Insubordination
- E - Retaliation
- E - Consultation
- E - Physical Violence

### **Career Progression & Development**

- J - Career Development/Coaching/Mentoring
- J - Job Application/Selection and Recruitment Processes
- J - Career Progression
- J - Rotation and Duration of Assignment
- J - Job Classification and Description

- J - Re-employment of Former or Retired Staff
- J - Involuntary Transfer/Change of Assignment
- J - Termination/Non-Renewal
- J - Position Security/Ambiguity
- J - Resignation
- J - Position Elimination

### **Administrative & Customer Service Issues**

- A - Quality of Services (technology, accuracy of advice)
- A - Responsiveness/Timeliness
- A - Admin Decisions, Interpretation/Application of Rules
- A - Behavior of Service Provider(s)

### **Peer and Colleague Relationships**

- C - Respect/Treatment
- C - Reputation
- C - Communication (Colleague)
- C - Trust/Integrity
- C - Bullying
- C - Priorities/Values/Beliefs
- C - Diversity-Related (e.g. generational issues, insensitive comments)
- C - Retaliation
- C - Physical Violence

### **Safety, Health, & Physical Environment**

- S - Security
- S - Physical Working Conditions
- S - Cleanliness
- S - Safety
- S - Ergonomics
- S - Work Related Stress and Work-Life Balance
- S - Safety Equipment
- S - Environmental Policies

### **Values, Ethics, & Standards**

- V - Professional Conduct/Integrity
- V - Values and Culture
- V - Standards of Conduct
- V - Policies and Procedures (Other - Uniform Policy)

### **Pay & Benefits**

- \$ - Compensation
- \$ - Benefits
- \$ - Retirement, Pension
- \$ - Payroll (Furlough)

### **Policy, Legal, Regulatory, & Financial Compliance**

- P - Disability/Reasonable Accommodation
- P - Privacy and Security of Information
- P - Business and Financial Practices
- P - Accessibility

- P - Harassment
- P - Discrimination
- P - Criminal Activity
- P - Intellectual Property Rights
- P - Property Damage

***Issues Total***

## **IMPACT**

### **Mission**

- Delayed and missed deadlines
- Employee turnover
- Quality Problems
- Decreased customer satisfaction

### **Component**

- Damaged management credibility
- Reduced collaboration
- Distrust
- Hidden agendas
- Negative upward attention
- Split alliances
- Passive/aggressive behavior

### **Professional**

- Fault-finding and Blaming
- Increased supervision
- Fractionated activities

### **Personal**

- Lowered morale
- Decreased job satisfaction
- Increased Anxiety
- Defensiveness
- Reduced productivity
- Loss of sleep

***Impacts Total***

## **ACTION**

- Informal Inquiry
- Policy/Process Clarification
- Referral to other Ombuds
- Shuttle Diplomacy
- Conflict Coaching
- Upward Feedback

Climate Assessment  
Mediation  
Group Facilitation  
Facilitated Discussion  
Negotiation  
Training  
# of persons trained  
Witness to conversation  
Other custom

**Actions Total**

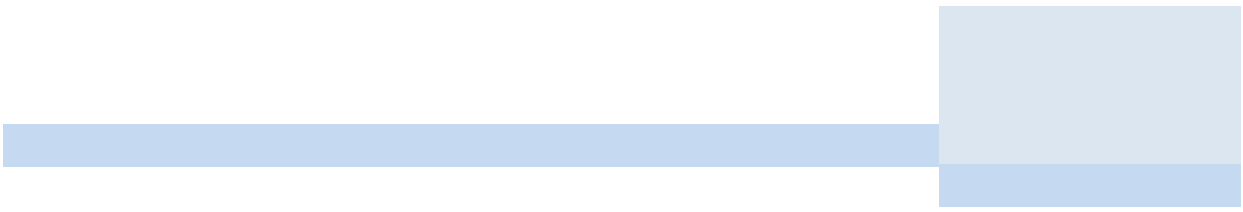
**CONTACTS**

Consult with department chair  
Consult with Due Process  
Consult with FSC  
Consult with HR  
Consult with Title IX Officer  
Consult with colleague  
Consult with Dean of Faculty  
Consult with Provost

**Contacts Total**

**Type**

Individual Inquiry  
Conflict Coaching  
Climate Review  
External Stakeholder  
Outreach  
Training



2

3

4

5

6

7

