

Trainings Offered by the Harvard Ombuds Office | Cambridge

Our training philosophy:

We design highly interactive trainings—in-person and by zoom—with relevant examples and exercises customized for each group. A combination of self-reflection, theory and practice provides practical takeaways. *(Offered as 1, 1.5 and 2 hour sessions; case studies/roleplays available for longer sessions)*

Our trainings:

Cultivating Conflict Courage

At some point we will all experience conflict in our work or studies, but conflict doesn't always have to disempower us. In "Cultivating Conflict Courage" the Harvard Ombuds Office will lead a one-hour training to explore basic conflict management theories and strategies. Participants will have an opportunity to reflect on their own conflict styles and practice utilizing new approaches that will empower them to engage with conflict for more productive outcomes.

Training Objectives:

- Understand basic conflict management theories to engage with conflict more effectively.
- Reflect on your own conflict styles and explore new approaches.
- Practice conflict management strategies.

Difficult Conversations

What makes a conversation difficult or challenging? Often these conversations are laden with emotion, risk, or sensitive topics. Despite this, there are ingredients that can help a difficult conversation become productive and even successful. In this one-hour training, the Harvard Ombuds Office will explore the fundamental elements for managing a challenging conversation and allow participants to practice these skills. Participants will also explore the behaviors that can hinder a conversation, as well as the key communication skills that open up dialogue.

Training Objectives:

- Learn how to prepare for a difficult conversation.
- Recognize your own challenges in managing conflict situations.
- Understand the choices you can make in conflict situations.

Navigating Negotiation Know-How

Wondering how to best negotiate the things that matter to you the most? We negotiate with colleagues, collaborators, and even family members all the time. Effective negotiation skills can help you enhance your work outcomes and improve working relationships. This Harvard Ombuds Office training includes an overview of negotiation styles and elements of principled negotiations, as well as guidance on how to prepare for a successful negotiation in the future. Participants will also have an opportunity to reflect on what they bring to informal and formal negotiations that may help or hinder.

Training Objectives:

- Understand the different types of negotiation styles.
- Explore the elements of principled negotiation.
- Practice preparing for a negotiation.

Presenter Bios:

Harvard Ombuds Adam Barak Kleinberger was appointed in December 2021. Prior to arriving at Harvard, Adam served as an ombuds at Boston University and Cornell University. He is a Certified Organizational Ombudsman Practitioner® (CO-OP) and follows the International Ombudsman Association's Code of Ethics and Standards of Practice. Adam served in various roles at the Consensus Building Institute, the City University of New York and as a mediator in Massachusetts' district courts. Adam's research and training has focused on improving conflict resolution skills through the use of improvisation and clowning. He began his study of conflict resolution at the United World College. He holds a BA from Brandeis University, an MA in Dispute Resolution from the University of Massachusetts Boston and a diploma from Ringling Bros. and Barnum & Bailey Clown College.

Colette Carmouche is an Ombuds for faculty, staff, and students at Harvard University. Prior to joining Harvard, Colette served in the federal government for 13 years in various capacities including conflict transformation, diversity, equity, and inclusion, and historic preservation. Colette previously held roles as an Ombudsman Specialist for the Transportation Security Administration, a mediation program manager, mediator, facilitator, trainer, ombuds, and coach for the U.S. Department of Interior, and she also assisted in establishing the first service-wide diversity and inclusion office for the National Park Service. Colette earned a Bachelor of Arts with dual majors in Anthropology and African and African American Studies from the University of Rochester and a Master of Science in Conflict Analysis and Resolution from George Mason University. She also holds an Associate Certified Coach (ACC) credential from the International Coach Federation.