

Trainings Offered by the Harvard Ombuds Office | Longwood

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:

Negotiating Up

Wondering about how to best negotiate with the leaders in your division or department? For a successful career, join us for this interactive workshop on power differentials in the workplace and how to influence others effectively. Includes basic negotiation theory and skills. Note: Our Basic Negotiation Skills course is also offered.

Managing Conflict

This interactive workshop will examine what you bring to conflict situations that may help or hinder you, some skills for handling conflicts when they arise and strategies to effectively prepare for and engage in conflict conversations in the future.

Fairness not Fisticuffs: Best Practices in Authorship

This highly interactive and relevant workshop will provide you with practical skills to discuss authorship with collaborators and colleagues. The HMS Authorship Guidelines and best practices for establishing authorship criteria, making decisions, and addressing disagreements will be reviewed. By considering proactive and preventative steps, you will learn tools that can help create a culture of transparency and collaboration as it relates to authorship.

Conversations That Take Courage

This workshop will help participants explore the challenges behind difficult conversations. Why are some conversations so difficult to have? What do we have control over that might either help or hinder our efforts to communicate productively? And are there times when it's best to forgo a conversation for another option? Or times when a conversation — no matter how challenging — is the only way to proceed? Bring your challenging conversations — past, present, and ones looming in the future — and a willingness to engage in this interactive session.

Dealing Effectively with Abrasive Personalities

This session will help participants consider the choices they have when working with abrasive personalities: when/how to engage or disengage (and the risks/benefits of each), and how to address challenges early in the relationship.



Staying Calm in Conflict: Gaining emotional agility and transforming your conversations (adapted from Crucial Conversations)

One of the most challenging aspects in any conflict is maintaining your cool and thinking clearly. This training focuses on the fundamental elements of managing emotions and your motives in conflict. Additionally, participants will be able to create a template of a important conversation they wish to have that is honest as well as respectful. (1.5 hours)



The DiSC Personality Profile: Depersonalizing behaviors and minimizing unnecessary conflict

When working with others, we can become frustrated when they don't do things the "right" way. This interactive and insightful training assesses your basic behavioral strengths as well as those of your team members. When you know how to approach someone of a different style, you will minimize the potential for unnecessary conflict. (1.5 hours)

<https://www.discprofile.com/what-is-disc#:~:text=DiSC%20is%20an%20acronym%20that,on%20accomplishing%20bottom%20line%20results.>



Supervisory Roles in Conflict: How to manage expectations, your team and address conflict

As a supervisor, you are expected to play many different roles: coach, rule enforcer, arbitrator, etc. This training will help you determine which role or roles you should play in any given conflict. Additionally, you'll learn how to manage your employee's expectations of each role and address conflict appropriately. (1.5 hours)



Building a more inclusive and collaborative team: An introduction to circles and restorative practices

Experiencing meeting fatigue? Disengagement? Learn a different model for your meetings, forge deeper connections and build a stronger foundation for your team. This interactive training will demonstrate a restorative practice known as "circling" which invites everyone's input creating a more flexible and malleable team that can effectively address issues, crises, and challenges. (1.5 hours)