

OMBUDS SELF-HELP PAMPHLETS

“So You Are...”

TITLE	DESCRIPTION
<i>Communicating in the Digital Age</i>	Provides information about digital communication and appropriate guidelines for its use in the workplace.
<i>Communicating at Work</i>	Provides an overview of workplace communication styles and general communication tips.
<i>Dealing with Bullying</i>	Provides awareness information about bullying and ways to prevent and proactively mitigate bullying in the workplace.
<i>Dealing with Conflict at Work</i>	Provides the description of types, styles and levels of conflict, as well as conflict management approaches.
<i>Dealing with Disappointment</i>	Provides a description of work-related disappointment and ways to actively manage and handle such disappointments.
<i>Dealing with Gossip</i>	Provides a description of and types of gossip, how it impacts the workplace, and ways to prevent and mitigate gossip.
<i>Dealing with Workplace Dysfunction</i>	Provides awareness of dysfunctional workplace characteristics and ways to prevent and actively handle dysfunction at work.
<i>Working on Apology and Acceptance</i>	Provides reasons for and the value in a workplace apology, as well as ways to apologize effectively.
<i>Working on Your Attitude</i>	Provides information about the impact of personal attitude at work and how to maintain a positive one.
<i>Working With Difficult People</i>	Provides descriptions of difficult behaviors and how to effectively deal with and manage negative behavior in the workplace.

LALP-11-043

For more information about OMBUDS services or to request pamphlets, call 5-2837.

