The Ombuds Office is transparent and consistent in our practices as we provide conflict prevention, management, and resolution to the University of Denver and Anschutz Medical Campus communities. In calendar year 2018 we've utilized our personal skills and expertise to go beyond the basic Ombuds offerings and provided additional support to individuals, groups, leaders, and the institution. This resulted in an increased utilization in 2018, with 690 visitors, 63 trainings in 2018, over 25 informal mediations and group facilitations leading to a stronger impact in supporting the University in its goals.

690 Cases

- Melissa: 147
- Lisa: 264
- Teresa: 279

14 Facilitated Conversations/Informal Meditations

15 Occasions to Raise Systemic Issues

63 Trainings

Group & Department Climate & Culture

- Total 2018 Groups: 14
- Group Facilitations: 17

*Average 22 hours spent with each group

Tools for gathering qualitative and quantitative data

- Individual interviews
- Focus groups
- Upward feedback survey
- Climate survey

2018: Above and Beyond

In 2018, we went above and beyond with our services to help support the University.

- Created and tailored trainings in the void of structured leadership and professional development
- Provided coaching, group facilitation, and climate/environment support to groups experiencing change and conflict, saving the University tens of thousands of dollars in consultant fees
- Provided complimentary Ombuds services to University System employees
- Created new marketing and promotional materials including videos, handouts, fliers
- Created new University Ombuds Blog, "Ombuzz," to provide an additional resource to CU constituents
- Engaged in personal professional development through training, CO-OP certification, conference participation and presentation