Office of the University Ombudsperson
New Trainings – Now Available!

**Introduction to Compassionate Communication (90 minutes)**
A basic introductory course, Compassionate Communication is communicating in ways that foster understanding, connection, and compassion. It is not just a set of approaches, but an awareness designed to develop a certain kind of compassionate rapport with ourselves and each other. Approaches include translating judgments into observations, emphasizing needs instead of strategies, replacing thoughts with feelings, and changing demands into requests. Empathy, self-empathy, and authentic self-expression are emphasized. Opportunities to practice through group activities are part of the class.

**Handling Conflict using Compassionate Communication – Part I: The Inner Work (60 minutes)**
This training is intended to support participants in applying some fundamental premises and approaches of Compassionate Communication to handling conflict. Focus will be given on addressing one’s own reactivity, assumptions, and “enemy images” one might have of the other person during conflict. Part 2 will deal with the outer work of handling conflict and have a focus on expressing honestly during conflict and utilizing empathic approaches.

**Handling Conflict Using Compassionate Communication – Part II: The Outer Work (60 minutes)**
This training is intended to support participants in applying some fundamental premises and approaches of Compassionate Communication to handling conflict. Focus will be expressing honestly during conflict and utilizing empathic approaches.

**Conflict Hacks: Reframing Conflict Resolution (20 – 45 minutes)**
This introductory training will provide an opportunity to reframe conflict and allow us to think about the conceptions that we hold. Through reframing conflict, and considering our own reactions when faced with conflict, we can imagine ways to navigate conflict productively.

**Conflict Resolution for Groups (1-2 hours, with or without Conflict Dynamics Profile assessment)**
This training is geared towards student groups, departments, or teams on campus. We will consider sources and manifestations of conflict, our reactions when faced with conflict, and explore strategies for navigating conflict productively.

**Crushing it: Navigating Group Projects (30-45 minutes)**
The aim of this workshop is to explore strategies to navigate group projects. Conflict, varied expectations, and group dynamics can make group projects difficult, but they can also be great opportunities to learn to work with people who we may not normally work with and help to gain skills that will be of assistance in the workplace and beyond. This workshop will discuss setting expectations, creating boundaries, and navigating conflicts that may arise in these spaces.

**Analyzing and Resolving Conflict in Teams (time varies - geared for teams, leaders, conflict resolvers)**
This advanced training can be catered to the needs of a group. Beyond defining and framing conflict, the training can explore conflict styles, conflict analysis, and conflict coaching techniques.

**Introduction to Dialogue and Deliberation (60 minutes)**
Many classes and groups center on having difficult conversations around hot topics and wicked problems. This training serves as a basic introductory course on the uses of dialogue and deliberation to manage these conversations. It includes an overview of the theory of deliberative pedagogy and an exploration into the methods used in deliberative dialogue. Participants engage in a practice exercise and receive strategies and tools for effective moderation.

**Dialogue and Deliberation Strategies (60 minutes)**
This training builds on concepts covered in the Introduction to Dialogue and Deliberation. It will explore the various engagement streams available and how one might implement them in courses and other spaces.

**An Introduction to Restorative Justice and Circle Processes (60 minutes)**
This training will provide a brief introduction and background to circle processes, with a focus on community building circles. It serves to introduce the concept of the circle process, but does not constitute a restorative justice facilitator, or circle keeper training.

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Please contact the office to schedule at (517) 353-8830 | ombud@msu.edu | https://ombud.msu.edu/

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