



# Office of the Ombuds

collaborative determined relationship

sensitive unforgettable understanding trusting

honesty Engage in conflict constructively. confident

If I lose it, I lose. encouraging listen Win one for everyone.

great truthful enthusiastic inspirational supportive courageous strong

consistent

## Cool Down.

empathy

unassuming

grateful

real believe

## Slow Down.

concerned

commitment

connection

affirm forgive **Engage Constructively.** sincere cool

healthy commonalities reassuring respectful outstanding

communication cooperation appreciative human encouraging

Practice TLC: Think, Listen, Communicate

