Dear UCSF Community,

It is with pleasure that I announce the appointment of Ellen Goldstein, MA, as the new Associate Mediation and Group Facilitation Officer in the Office of the Ombuds. We’re especially excited about Ellen’s extensive and diverse experience in teaching, training, group facilitation, and dealing with high stress conflict situations. Her group work experience will support the expanding group facilitation services provided through the Office of the Ombuds. (Please check out the website for the Office of the Ombuds to learn more about our trainings and facilitation services: http://ombuds.ucsf.edu)

Ellen has been at UCSF since 1988, most recently as the Program Manager for the Clinical and Translational Science’s Community Engagement & Health Policy Program. Before this position, she worked in HIV prevention research and service through the Center for AIDS Prevention Studies and the AIDS Health Project. Ellen co-teaches a course in the Training in Clinical Research program and is a popular guest lecturer in Family and Community Medicine, PRIME-US and PLUS programs, and Global Health Sciences. Outside UCSF, she’s been a trainer nationally for the American Psychological Association for the past 12 years and locally for PLUS, a support program for people newly diagnosed with HIV.

Ellen’s work has brought her in contact with most administrative processes; hiring and releasing; teaching students, residents, and junior faculty; writing and reviewing academic publications; developing programs and budgets; supervising staff; serving on UCSF-wide task forces and councils; chairing or serving on community advisory boards – in short, she has a good sense of the pressures, the rewards, the jargon, and the experience of being at UCSF.

She began her group facilitation training through Tufts University Women’s Center, and has had additional training on interpersonal dynamics (Stanford University’s Graduate School of Business), Tavistock Theory, strategic planning and Open Space Technology. One of her favorite tasks is working with groups of people from diverse perspectives who come together to make something happen. From these experiences, she has developed great faith in people’s ability to solve problems together, and we look forward to her service in our Mediation Services program in the Ombuds Office.

Please join me in welcoming Ellen to our team. Please take a look at the attachment for examples of the kinds of situations which the Office of the Ombuds might be helpful to you at UCSF.

P.S. If you missed the announcement about our recently-established Office of the Ombuds in UCSF Today, here’s the link: http://www.ucsf.edu/news/2012/02/11473/ombuds-works-neutral-party-keep-peace-across-ucsf.

Learn more about our trainings and facilitation services
http://ombuds.ucsf.edu/index.html
The Office of the Ombuds is an informal, impartial and confidential resource for addressing complaints, problems, or conflicts. The office is independent and unaffiliated with any other campus office.

Our Services

1. **Individual services**, designed as a means to clarify interests, issues, and options through consultation or coaching on conflict situations.
2. **Two or multiple –party mediations.** Mediations are negotiations facilitated by an impartial third-party who, through a relatively defined process, assists the parties in moving to resolution.
3. **Group trainings or facilitation** that address existing complaints or promote team-building to manage conflict in a pro-active, skill-building fashion.

For staff, mediation services are also offered as an alternative dispute resolution process, preferably before a formal complaint is filed under PPSM 70 A (Professional and Support Staff) or PPSM B (Managers and Senior Professionals) for a range of employment-related issues including, but not limited to, employee performance, equity, treatment, etc.

For faculty, as stated in specific (Senate and Non-Senate) academic personnel policies, mediation services are offered to resolve issues which may include, but are not limited to, faculty conduct and performance, academic freedom, intellectual property, discrimination, etc.

In a climate of high stress, reduced resources, and organizational change, misunderstandings often arise. Confidential consultation, conflict coaching, mediation, and training are particularly effective ways to improve the morale and functioning of a work unit.

**Situations which may benefit from Office of the Ombuds services include the following:**

- A staff or faculty member faces the loss of his or her job and wants to understand the options available.
- An employee feels singled out by a supervisor and wants to proactively work to address this relationship.
- A student has concerns about unfair treatment from faculty members or other students.
- An academic team member experiences lack of respect or recognition for his/her contribution, including authorship issues, team-developed products, or input to the work environment.
- A manager and an employee have different expectations regarding the degree of flexibility in meeting the requirements of the job.
- A work team experiences significant staffing changes due to budget cuts or reorganization and wants help restoring a culture of trust and good morale.
- A group of clinicians recognizes that improved communication could improve patient safety and wants a training that uses validated assessments.
- A manager identifies that workplace bullying is going on, and wants help bringing the topic to the work group and developing a communication protocol.
- A faculty member wants to prepare trainees to be leaders with effective conflict competence skills.
- A work team wants an external facilitator for strategic planning or other group process work.