



# UMCES Ombuds

*A Confidential, Impartial, Independent Resource for the UMCES Community*

UMCES established the Ombuds Office to help foster an environment of respect, honesty, fairness, and integrity — bolstering a supportive and civil working climate for all employees.

**The Ombuds Office operates with four guiding principles:**

***Independence, Confidentiality, Impartiality, and Informality***

Our mission is to help individuals surface, manage, or resolve work-related issues early and informally, avoiding unnecessary escalation.

**The Ombuds is not an advocate for either party, but an advocate for respectful dialogue, fair practices, and mutual understanding.**

## **The Ombuds provides a safe space to:**

Assist with informal conflict resolution and collaborative problem-solving  
Help you explore or develop options to resolve conflict  
Listen and serve as a strategic thought partner  
Facilitate discussions when parties are at an impasse  
Provide group or individual conflict resolution skill building  
Provide resources and information about policies and procedures.

*Whether you're navigating a challenging situation, seeking clarity on policies, or simply need a confidential ear, the Ombuds Office is here for you. Together, we can strengthen the UMCES community through respectful dialogue and collaborative problem-solving.*

## **Contact the UMCES Ombuds:**

THE  
MCCAMMON  
GROUP

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## **3 Conflict Tips:**

- 1. Listen to Understand, Not to Respond** – Give the other person your full attention and reflect out loud what you've heard before offering your perspective.
- 2. Focus on Interests, Not Positions** – Ask questions to uncover the “why” behind each person's viewpoint, which can reveal shared goals.
- 3. Take a Pause if Emotions Run High** – A short break can help prevent escalation and allow for more thoughtful, constructive dialogue.