



Ombuds Office

Unprofessional **Mistreatment** **Fairness**
Confidential Facilitate **Harassment** Confusion
Career advancement **Conflict** **Opportunities**
Workplace challenges **OMBUDS** **Bullying**
Policies & procedures Risk assessment **Listen**
Strategies **Climate** **Communication** **Disrespect**
Early consultation **Unfair**

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What is an Ombuds? What do Ombuds Do?



- The name “ombudsman” comes from Swedish and literally means “representative.” Simply put, an ombudsman is one who assists individuals and groups in the resolution of conflicts or concerns.
- The UW Ombuds provide a safe place for all UW Madison employees including Faculty, Academic Staff, University Staff, Post-docs, and Graduate Students experiencing problems in the workplace.
- We listen in a confidential setting and explore concerns.
- We offer resources, options and strategies to address workplace concerns and to empower employees.

Who are we?



- We are five emerti UW Faculty, Academic Staff and University Staff from across the University hired 25% time for (staggered) 3-year terms.
- Collectively, we have over 150 years of broad UW-Madison experience in various roles including research, administrative, clinical work, research environments and/or with graduate and professional students.
- Our office is unique among academic Ombuds offices in the US.

How We See Ourselves Helping the Campus

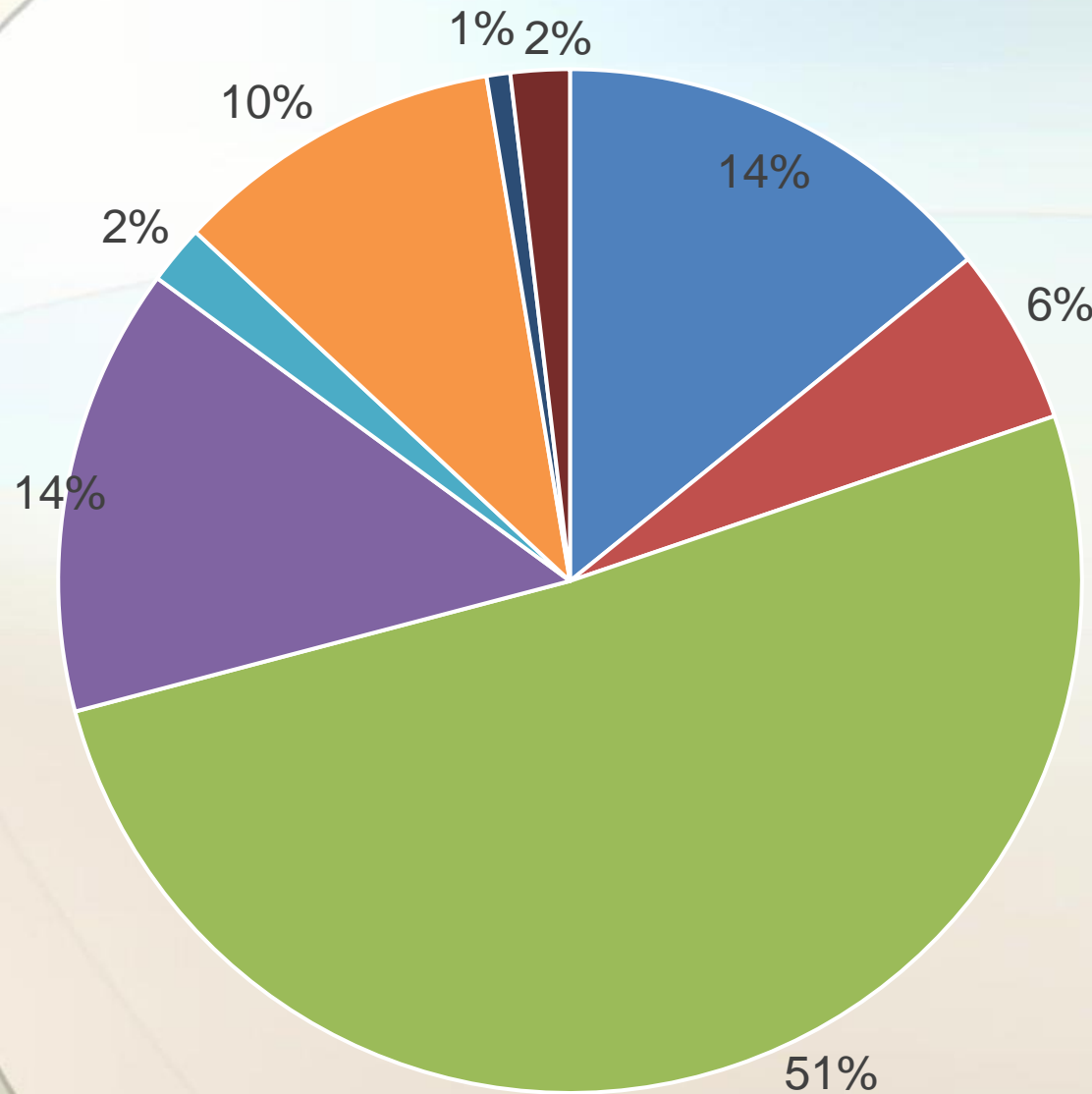


- Provide a place for UW employees to discuss work-related problems informally and to ensure that they will have a sympathetic ear.
- Empower visitors to seek out most appropriate resources and personal action plans.
- Help solve “small” work-related problems (where possible) before they become “large”.
- Keep an open ear out for systemic problems that need to be addressed by University administration.

Increasing Number of Visitors



Who we served (AY 20-21)

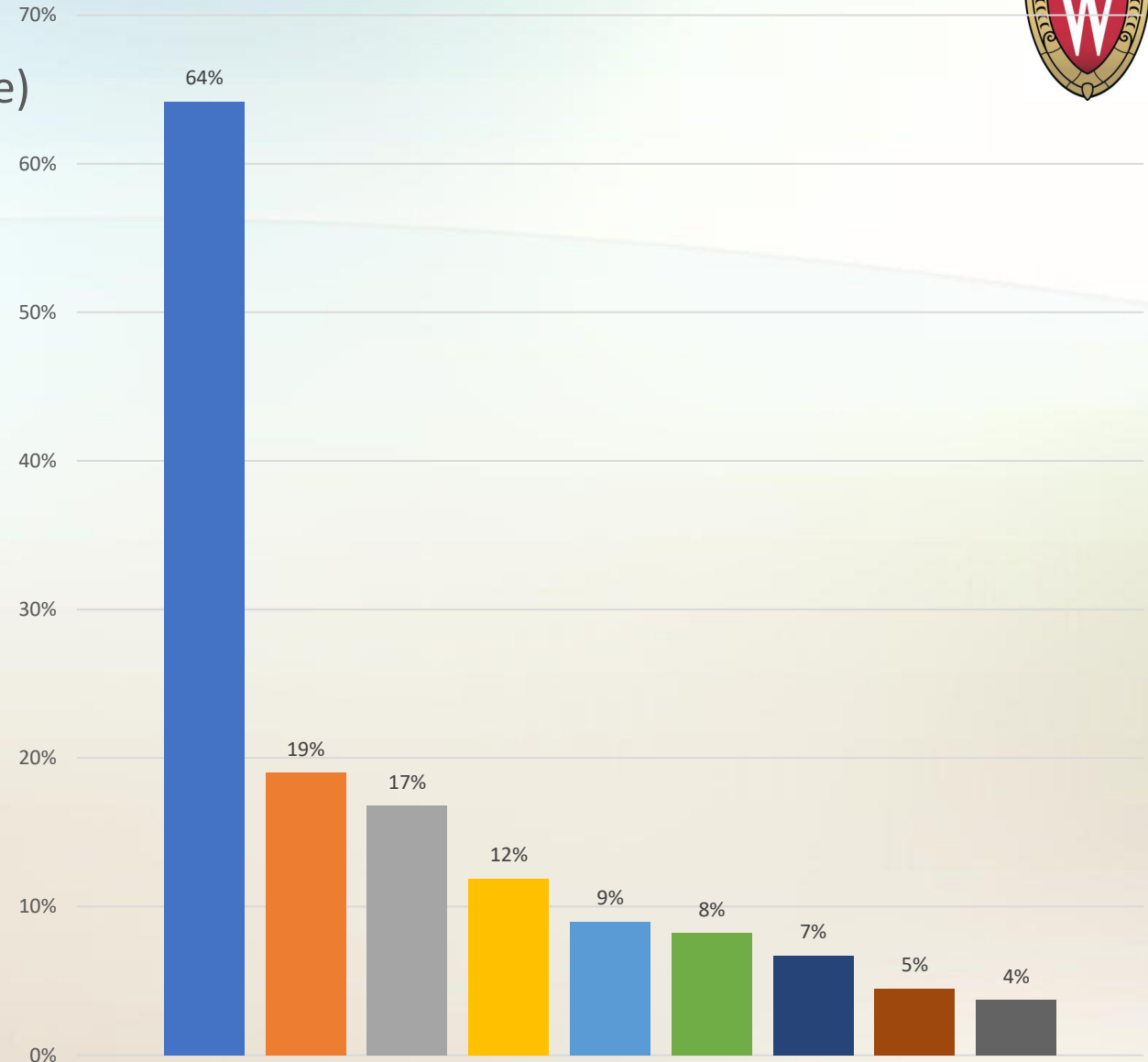


- Faculty - tenured
- Faculty - non-tenured
- Academic Staff
- University Staff
- Postdoc
- Graduate Student - Employee
- Graduate Student - Non-employee
- Other

What were the issues? [IOA categories]



- Evaluative Relationships (Supervisor-Employee)
- Career Progression and Development
- Peer and Colleague Relationships
- Services/Administrative Issues
- Organizational, Strategic, and Mission Related
- Legal, Regulatory, Financial and Compliance
- Compensation & Benefits
- Safety, Health, and Physical Environment
- Values, Ethics, and Standards





Ombuds....We Listen

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