

TAMU OMBUDSMAN

NEWSLETTER

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Promoting a Supportive Faculty Community

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” – Maya Angelou

Resolving a conflict with a fellow faculty member can be challenging, but approaching the situation thoughtfully and respectfully can lead to positive outcomes. Here are some effective strategies to help you navigate the conflict:

1. **Self-Reflection:** Before addressing the conflict, take some time to reflect on your feelings and the situation. Consider your role in the conflict, the specific issues at play, and your desired outcome. Understanding your perspective can help you communicate more effectively.
2. **Choose the Right Time and Place:** Find a suitable time and private setting to discuss the issue. Avoid discussing sensitive matters in public or when either party is rushed or stressed. A calm environment can set the stage for a more productive conversation.
3. **Prepare for the Conversation:** Think about what you want to say ahead of time. Prepare specific examples of the issues you want to discuss but focus on facts rather than emotions. This preparation can help keep the conversation on track.
4. **Use “I” Statements:** When discussing your concerns, use “I” statements to express how you feel without sounding accusatory. For example, instead of saying, “You always interrupt me in meetings,” you could say, “I feel overlooked when my contributions aren’t acknowledged during discussions.”
5. **Listen Actively:** Approach the conversation with an open mind and be willing to listen to the other person's perspective. Make an effort to understand their point of view, and don’t interrupt while they are speaking. Active listening can foster a more respectful dialogue.
6. **Seek Common Ground:** Identify shared goals or interests that you and your colleague may have. Highlighting common objectives can help create a collaborative atmosphere and lead to more constructive solutions.
7. **Focus on Solutions:** Rather than dwelling on the past or assigning blame, shift the conversation toward finding solutions. Discuss potential compromises or collaborative approaches that can satisfy both parties.
8. **Stay Professional and Respectful:** No matter how heated the conversation may get, maintain a professional demeanor. Avoid personal attacks or emotionally charged language and keep the focus on resolving the issue.

9. **Involve a Third Party:** If direct communication does not lead to resolution, consider involving a neutral third party, such as an ombudsman. This person can facilitate the discussion and help both parties express their views more constructively.
10. **Follow Up:** After the initial conversation, check in with your colleague to see how things are progressing. This can help ensure that any agreements made are being upheld and that the relationship is moving toward a positive resolution.
11. **Know When to Walk Away:** Sometimes, despite your best efforts, resolutions may not be possible. If discussions become unproductive or if the conflict escalates, it may be necessary to disengage from the conversation temporarily to allow emotions to cool.
12. **Document the Discussion:** After any significant interaction regarding the conflict, it may be useful to take notes on what was discussed, any agreements made, and next steps. This documentation can serve as a reference for future discussions.

By approaching the situation with empathy and a willingness to collaborate, you increase the chances of resolving the conflict positively. Remember, the ultimate goal is to restore a respectful working relationship while addressing the underlying issues effectively.

For More Information:

If you have questions or would like to reach out to the Faculty Ombudsman, please contact Randel Brown at brown@tamiu.edu, or call him on his cell phone at (956)206-4231.

Together, let's build a stronger, more collaborative faculty community!

Randel Brown



“How wonderful it is that nobody need wait a single moment before starting to improve the world.” – Anne Frank

What is the Role of the Ombudsman at the University?

- Do you have question about what the ombudsman does at a university? You can check out this [Prezi presentation](#) for more information find more information.
- What does the Ombudsman do?: [The Essential Role of the Faculty Ombudsman](#)
- Ombudsman video to new faculty: [Surviving the Academic Jungle: A Guide for New Faculty Members](#)
- November video (*Latest*) from the Ombudsman, [Importance of Respect and Kindness Among Faculty](#)
- October video from the Ombudsman, [Political Discussion on Campus: Promoting Respect and Understanding During Election Season](#)
- Senate link for the [faculty ombudsman office](#) at TAMIU.
- If you would like to contact the Faculty Ombudsman you can reach Randel Brown through his cell phone at (956) 206-4231 or email to brown@tamiu.edu or drrandelbrown@yahoo.com.

“We don’t see things the way they are. We see them the way we are.” -Talmud

