



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

Jacqueline Villafañe, PsyD
Certified Organizational Ombuds Practitioner
OmbudsVillafane@mccammongroup.com
[+1-916-417-9761](tel:+19164179761)

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.