QUICK TIPS

Quick Tips is a handy guide to promote positive and respectful interactions with others. We hope that you find the information helpful. Please feel free to contact the Ombuds Office for a confidential consultation, because each situation is unique.

• ACTIVELY LISTENING
• ENHANCING COMMUNICATION
• GIVING & RECEIVING FEEDBACK
• HANDLING CONFLICT
• HANDLING GRADE DISPUTES
• KEEPING AN INFORMAL RECORD
• MAKING AN APOLOGY
• PREPARING FOR A DIFFICULT CONVERSATION
• UNDERSTANDING CIVILITY/INCIVILITY
• USING EMAIL ETIQUETTE
• WRITING A REBUTTAL

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