



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

stonybrook.edu/ombuds • (631) 632-9200

Confidential *Impartial* *Informal* *Independent*

QUICK TIPS

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

- **ACTIVELY LISTENING**
- **BECOMING RESILIENT**
- **DEVELOPING LEADERSHIP**
- **ENHANCING COMMUNICATION**
- **GIVING & RECEIVING FEEDBACK**
- **HANDLING CONFLICT**
- **HANDLING GRADE DISPUTES**
- **KEEPING A RECORD**
- **MAKING AN APOLOGY**
- **PREPARING FOR A DIFFICULT CONVERSATION**
- **RESPONDING TO CHANGE & TRANSITION**
- **SUPPORTING TEAMS**
- **UNDERSTANDING CIVILITY/INCIVILITY**
- **USING EMAIL ETIQUETTE**
- **WRITING A REBUTTAL**

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