



Office of the Employee Ombud (OEO) 2024 TRAINING CATALOG

OEO is a confidential, informal, impartial, and independent resource that supports all City employees in addressing workplace concerns. We empower individuals to navigate conflict through individual case management, mediation, and education. Individuals are welcomed to submit their concern through our [secure portal](#), email us at ombud@seattle.gov, or call us at (206) 233-7850.

We offer monthly, in-person training sessions that are open to all City staff. Please check [Cornerstone](#) for dates/times and to register. To request a training for a team or department, please submit the [OEO Training Consultation Form](#).

Conflict Management (2 hours)

Across all work environments, conflict is inevitable and may lead to significant disruptions and negative consequences if addressed incorrectly or left unresolved. Participants will learn, practice, and follow steps for resolving conflict, become more confident and effective in managing common interpersonal conflict situations, understand the different styles for conflict management, and learn to successfully mediate conflict between two parties.

Bystander Intervention (2 hours)

We share a responsibility as City employees in preventing discrimination, harassment, microaggressions and other unacceptable behaviors. Participants will learn to identify early warning signs of these types of misconduct, understand the barriers to intervention, learn about the different strategies to intervene, and practice these techniques in real-life scenarios.

Preventing Racism in the Workplace (2 hours)

We have a responsibility as City employees to uphold the [City Workplace Values and Expectations](#) which include Racial Equity and Social Justice. Participants will learn to define racism, understand systemic and institutional barriers, recognize their own biases, identify ways racism shows up in the workplace, and learn to engage with colleagues around the topic of race particularly in interpersonal, workplace conflicts stemming from racialized conduct.

Trauma-Informed Care (2 hours)

It's important to recognize the widespread impacts of trauma and understand potential paths for recovery since many people have experienced at least one traumatic event in their lives. Participants will learn to recognize the signs, symptoms, and effects of trauma, describe the 6 principles of Trauma Informed Care, learn how to apply a Trauma Informed Care framework in workplace policies, procedures, and policies, and discuss ways to actively resist re-traumatization.



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Effective Feedback (2 hours)

Many of us find it challenging to provide and receive feedback, especially at work. We are often apprehensive when we need to deliver it and may take it personally when receiving it. However, feedback is crucial because it inspires and supports individual growth and contributes to a stronger, more positive work environment. Participants will learn about adaptive behaviors and how to apply them in this context, learn techniques for embracing and valuing feedback from others, and explore the different steps that will support a constructive conversation where there is mutual understanding and respect when providing feedback.

Preventing Harassment and Discrimination in the Workplace (2 hours)

This training is aligned with the City's commitment to achieve respect, dignity, civility, and equity by calling all employees to actively support a positive and inclusive work environment. Participants will explore how bias, stereotypes, prejudice, and microaggressions contribute to harassment and discrimination in the workplace. In addition, we'll discuss the steps to understand and reduce our own biases and explore some strategies for responding to and addressing instances of harmful comments and behaviors including the bystander framework for intervention.

***NEW* Divided We Fall: Preventing Polarization in the Workplace (2.5 hours)**

We live in a time of rising extremism and increased polarization where racial discord, political opposition, unreliable media sources, and other factors make our coexistence more challenging due to growing hostility, rage, and hate. As City employees, we must actively contribute to a safe and respectful work environment where we understand, value, and accept each other's differences. Participants will learn about the psychological and social influences that contribute to our resistance against dissenting viewpoints, discuss the critical thinking skills to identify unreliable information from credible and objective sources, and discuss communication techniques to help confidently engage in constructive, good-faith dialogue with people who hold differing views.

***NEW* Appreciating Cultural Differences in the Workplace (2 hours)**

Because our world today is much more interconnected and diverse, we are more likely than ever to work and engage with people from cultures and lived experiences different from our own. Although these differences can bring much value to the workplace, they may also present unique challenges and barriers. Participants will discuss the definition of culture, examine relevant terms, and explore the stages for cultural understanding. Additionally, we will learn about the concept of othering, why it happens, its negative impacts, and what we can do to disrupt it.