

USF St. Petersburg campus

USFOmbuds Office  
**ANNUAL REPORT**  
2022- 2023



UNIVERSITY OF SOUTH  
FLORIDA



The University of South Florida established an Organizational Ombuds Office on January 4, 2016. The USF Ombuds Office was founded to provide independent, impartial, informal, and confidential professional ombuds resources to faculty, staff and administrators in Sarasota, Manatee, St. Petersburg and Tampa. The Ombuds Office facilitates resolution of workplace conflicts and concerns in alignment with USF's Strategic Mission and Values, fostering employee engagement and adding value. On many occasions, the value of our services comes through avoiding unnecessary costs to the economy, wellness, and reputation of both the employee and the University. Services provided by the USF Ombuds Office are voluntary in nature, tailored to fit the unique nature of individual situations, and always provided with informed consent. The Ombuds is not authorized to receive formal or legal notice on behalf of USF and does not render management decisions. The Ombuds provides a variety of services including

- Conflict analysis and facilitation of resolution
- Active listening to questions and concerns
- Developing strategies to resolve and prevent disputes
- Identifying options and available resources
- Outreach and Training

The Mission of the Ombuds Office, within our ethics, is to “empower employee success by independently facilitating the impartial, confidential and informal resolution of workplace conflicts and concerns.”

We accomplish our mission in alignment with the USF CORE VALUES of:

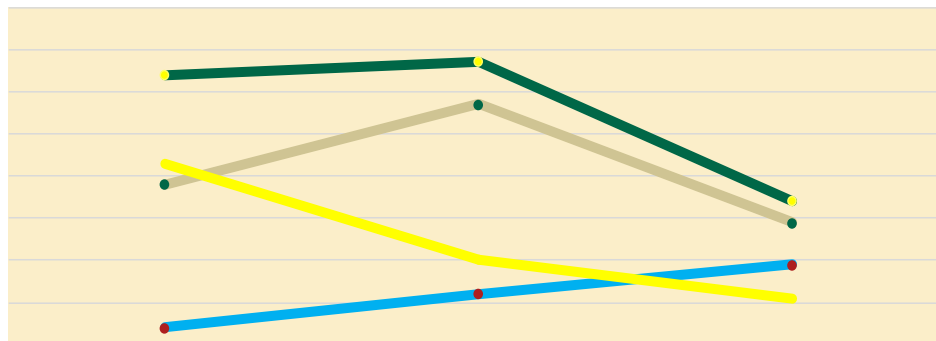
1. Inquiry: Facilitating collegial achievement through constructive collaboration.
2. Innovation: Connecting individual discovery with opportunities for greater success.
3. Integrity: Transparently committed to highest standards and sustainable outcomes.
4. Inclusion Entrusted to respectfully foster fairness.

The USF Ombuds Office abides by IOA's E the 25.2 (he 24.d48 ( the 210 (b30 (24.nbSy1.917 1.2 (4



resources, training and group exercises to advance psychological safety and clarification of team purpose within academic and admirative units. We timely shared trending concerns ethically and resulting involuntary constructive resolutions.

- 2) Legal, Regulatory, Financial, and Compliance (57) – relates to concerns, issues, or inquiries that may create a legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud, or abuse.
- 3) Organizational, Strategic and Mission: (primary issues) (36) – includes issues that relate to responsiveness, change management, restructuring of work teams and workflow, unclear communications, and concerns or inquiries that relate to the whole or some part of our university as an organization.



The top three trending IOA primary categories are depicted in this summary covering July 1, 2020 through June 30, 2023. Organizational and strategic matters declined slightly as general “return to work” concerns have settled into a more stable operating rhythm. At the same time, greater face-to-face interactions may account for an increasing expression of Peer-to-Peer conflict and concerns. Opportunities for improvement are increasing in areas such as talent retention and fostering psychological safety for high performing teams.

The [Principles of Community](#) continue to provide powerful and consistent guideposts for enhancing positive university culture as we reach for the next level of success. Principles of Community serve as a ready point of reference. We encourage their use as “ground rules” to guide impactful meetings and dialogues.

We continue to provide individual Conflict Dynamics Assessments (CDAs) to faculty and staff. To date, we have implemented and scored CDP assessments on 283 individuals. The CDP is an established assessment instrument that simply and effectively measures individual conflict behaviors thus increasing self

## EMPLOYEE TYPE

For the FY 2022-2023, we served 3.5% Administrators, 17% Staff and 84% Faculty (67% of which hold tenure at US).



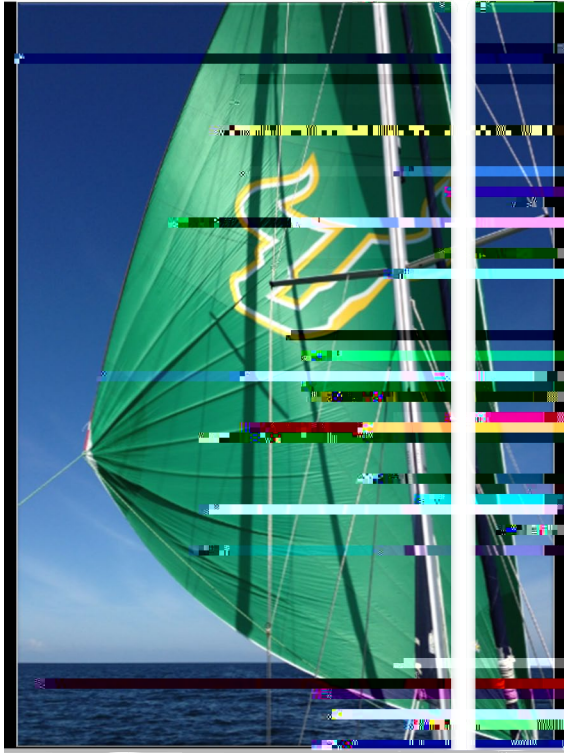
## SERVICES AVAILABLE TO ALL

Availability remains an essential priority in delivery of all ombuds services. Consistent with past years, visitors included a wide range of individuals across



## OUTREACH

This year brought another record number of USF Bulls to our office for help. This entailed several matters of consequence that resulted in win resolutions avoiding unnecessary loss and preserving reputations alike for both the University and the individuals who comprise it. We will continue to reach out to academic and administrative units across OSF to ensure awareness and service.



### Looking beyond the horizon into the future

Major waves of change continue to ripple through higher education. Emerging technologies, artificial intelligence and changes to the hybrid workplace will continue to impact faculty and staff in the foreseeable future. Positive organizational outcomes are fueled and accelerated by trust, psychological safety and collaborative communication.

“Great companies don’t hire skilled people and motivate them, they hire already motivated people and inspire them ... When people are financially invested, they want a return. When people are emotionally invested they want to contribute.”

Simon Sinek Start with Why



The University of South Florida continues to ascend and accelerate. Periodic and clearly stated USF leadership communications have provided timely information and guidance along this trajectory.

As new challenges emerge, we envision new opportunities for collaboration across One USF. Confidential and impartial ombuds resources add value at critical junctures when individuals are seeking help to navigate the best path forward.

An organization, including a complex public research university, depends upon the people it employs to actively accomplish 0.23 o,sc9.24 0 Td (o)1r 18.1 (Ac 08(l)7gAc 10.1 ( Tc -0.001 Tw 0wec

The USF Ombuds Office directly supports ~~all~~ faculty, staff, and administrators throughout the USF community. We are dedicated to advancing USF's mission through *your* continued and unbounded success.

Whenever you are ready to visit the USF Ombuds Office, we will arrange a convenient and confidential meeting either in-person or virtually on

MS Teamslt 0 -1.13 0.001 Tc - k 0 0 1-f lt9BMC 1 g 3( o)-u- k ( )Tj EMC ET /Artifact BMC 1 g 70..5



