



Talk to Your Buds Campaign

Dona Yarbrough, Associate Ombuds

dly0010@auburn.edu

334-844-7174

Office email: aumbuds@auburn.edu



AUBURN
Ombuds Office

What's an Ombuds?

- Thanks, Sweden!
- Confidential and impartial assistance for anyone in the Auburn community with concerns relating to work or school.
- Dispute resolution resource: coaching, acting as an intermediary, mediating/facilitating conversations
- Come with a problem. Leave with a plan.



Foundational Ethical Principles

CONFIDENTIAL

INFORMAL

IMPARTIAL

INDEPENDENT



The Ombuds Office is NOT an Agent of Notice for Auburn University. At your request, the Ombuds can direct you to an appropriate office for giving notice to the university.

Our Services

Consultation

Schedule a one-on-one consultation with an ombuds.

Mediation

A structured and informal facilitated conversation between 2 or more people

Education

Conflict Management

Teamwork

Bullying & Mobbing

Working with High-Conflict People

Intercultural Communication

CM111C Culture Clash: Understanding and Resolving Conflict in Internati...

CLASSROOM

Learning Objectives

Participants in this seminar will be able to

- Define intercultural communication.
- Identify key cultural differences likely to be sources of misunderstanding and conflict.
- Describe a time in their lives when intercultural misunderstanding may have been at play.
- Share concrete tips for navigating intercultural communication.
- Identify intercultural communication resources.

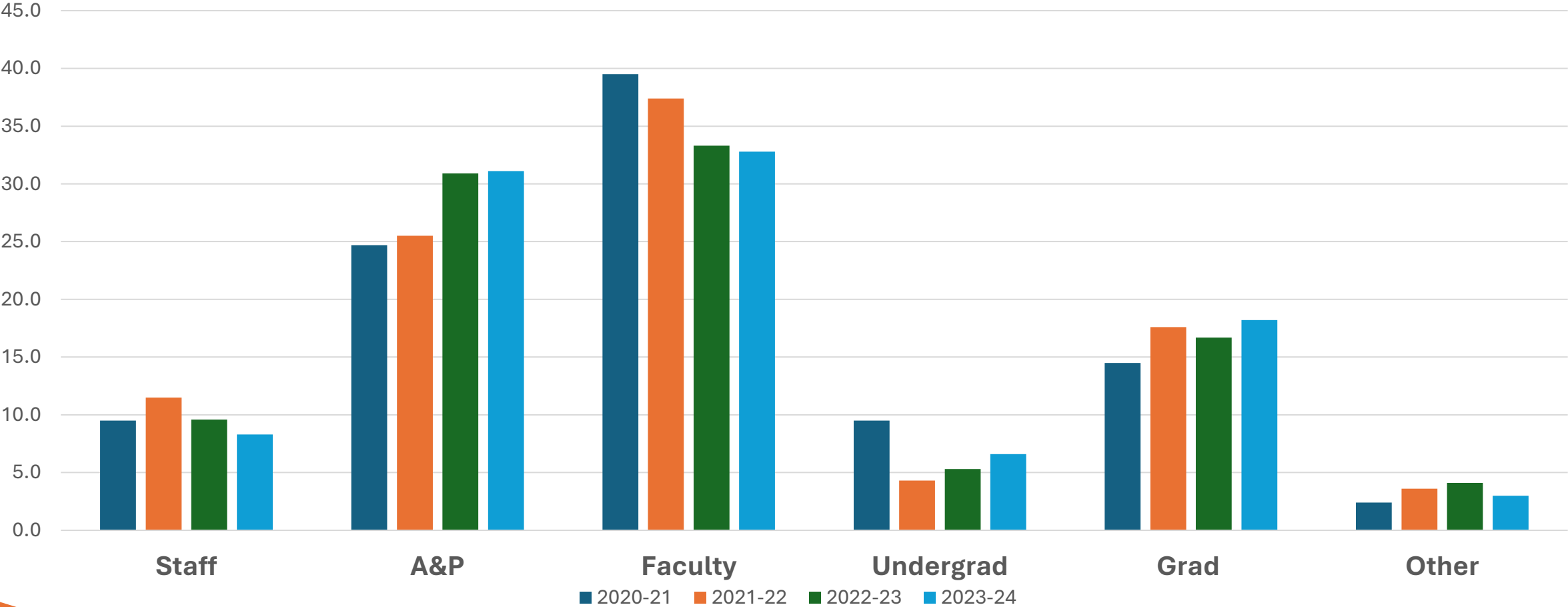
When working with people from other countries, one must often throw one's basic assumptions, such as what it means to be polite or what makes a person trustworthy, out the window. Participants will learn where different cultures fall along four continuums that are key to understanding intercultural conflict:

1. Communicating (low- vs. high-context cultures)
2. Evaluating (direct vs. indirect negative feedback)
3. Trusting (task vs. relationship-based)
4. Disagreeing (confrontational vs. nonconfrontational)

February 17, 2-3 pm



Percent of Ombuds Office Visitors by Category



Ask your bud

The Auburn University Ombuds Office wants to help you

Written by: Rachel Nguyen-Priest
Published: August 15, 2024

Read Time: 5 min 15 sec
Sign up for Orange & Blue Review

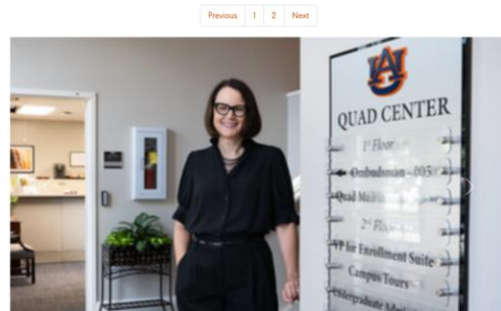
Say you're struggling with your roommate after a few months living together, or you're having a dispute with your lab partner. Or maybe you're going through an Academic Honesty Code process or can't figure out where to go to solve a problem.

You're not going to call Ghostbusters, but you could [reach out to Auburn University's Ombuds Office](#).

Located on the ground floor of the Quad Center, the white-framed doorway of the Ombuds Office may seem unassuming, but those who walk through it will discover an abundance of resources and an independent, confidential and impartial professional — Ombudsperson Kevin Coonrod or Associate Ombudsperson Dona Yarbrough — to actively listen to their questions and concerns.

"We're often helping people navigate the university's systems, such as policies or a grievance process. ... You'd come here if you're having an interpersonal conflict — whether with a staff member, an administrator, a faculty member or a student. It doesn't matter. Or, if you don't know where to go next with your concern," said Yarbrough.

Yarbrough [came to Auburn by way of Emory University in January 2024](#), having worked in various roles — including as the Student Ombuds and Senior Associate Dean for Campus Life — at the Atlanta-based institution for over 15 years. She was hired at Auburn as the Ombuds Office was experiencing an increased demand for both office visits and educational



Dear Ombuds No. 3

Published: November 14, 2024

Read Time: 1 min 37 sec

DISCLAIMER

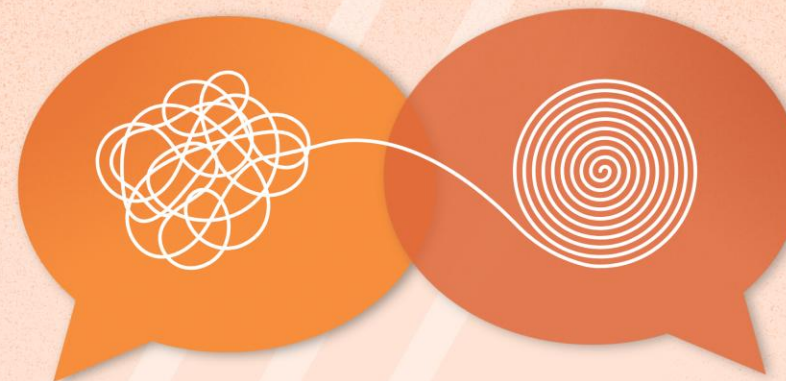
The following is fictional but represents an issue commonly addressed in the Ombuds Office. As a confidential resource, Ombuds do not share information about cases unless the visitor seeing us grants permission. The Ombuds Office is not an agent of notice for Auburn University.

Dear Ombuds,

My professor is out to get me! I got a C on my midterm paper just because she disagrees with my opinion. How do I demand a grade change?



TALK TO YOUR BUDS.



Come with a problem. Leave with a plan.

The Ombuds Office is here to help Undergraduate Students.

- Questions about Auburn
- Roommate Issues
- Conflict with a Professor or Supervisor
- Problem in Your Student Org
- Friend or Relationship Drama
- Navigating Policies and Procedures
- Want Someone to Mediate or Facilitate a Conversation



AUBURN
Ombuds Office

We are a confidential resource for students with any Auburn issue or concern.
334-844-7174 • aumbuds@auburn.edu • aub.ie/ombuds

Include the Ombuds Office as a Resource in your Syllabus

Sample language:

[Ombuds Office](#)

The Auburn University Ombuds Office serves all students, staff, and faculty seeking assistance with university-related concerns. The Ombuds provide impartial, informal, independent, and confidential assistance to office visitors. The Ombuds are NOT mandatory reporters for sexual misconduct/Title IX. The office works with visitors to identify options and additional resources, including policies and processes to be aware of in pursuing a resolution. The Ombuds may offer alternative perspectives, help visitors prepare for difficult discussions, and mediate between parties if all parties agree. Contact the Ombuds at 334-844-7174 or aumbuds@auburn.edu.

Comparing Fall 2023 & Fall 2024

The Ombuds Office saw **two times** as many undergraduates in Fall 2024 vs Fall 2023.

- **#1 issue for undergrads in Fall 2021, 2022, and 2023** related to **Legal, Regulatory, Financial, and/or Compliance**.
- **#1 issue for undergrads in Fall 2024** related to **Evaluative Relationships** (40%).

Thank You, University Senate!



Reminder: Click the QR Code and register for **CM111C -- Culture Clash: Understanding and Resolving Conflict in International Teams**. In person on February 17.