

Diversity

Equity

Inclusion

# Diversity

includes all the ways in which people differ, encompassing the different characteristics that make one individual or group different from another: race, ethnicity, culture, gender, age, national origin, religion, disability, sexual orientation, socioeconomic status, education, marital status, language, physical appearance, thought, ideas, perspectives, and values while recognizing that individuals affiliate with multiple identities.

# Equity

the fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

# Inclusion

the act of creating environments in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

# Inclusion

sharing power and decision making

# policies, procedures, culture

setting and communicating expectations

alignment of reward structure

what to do when policies and expectations are not met

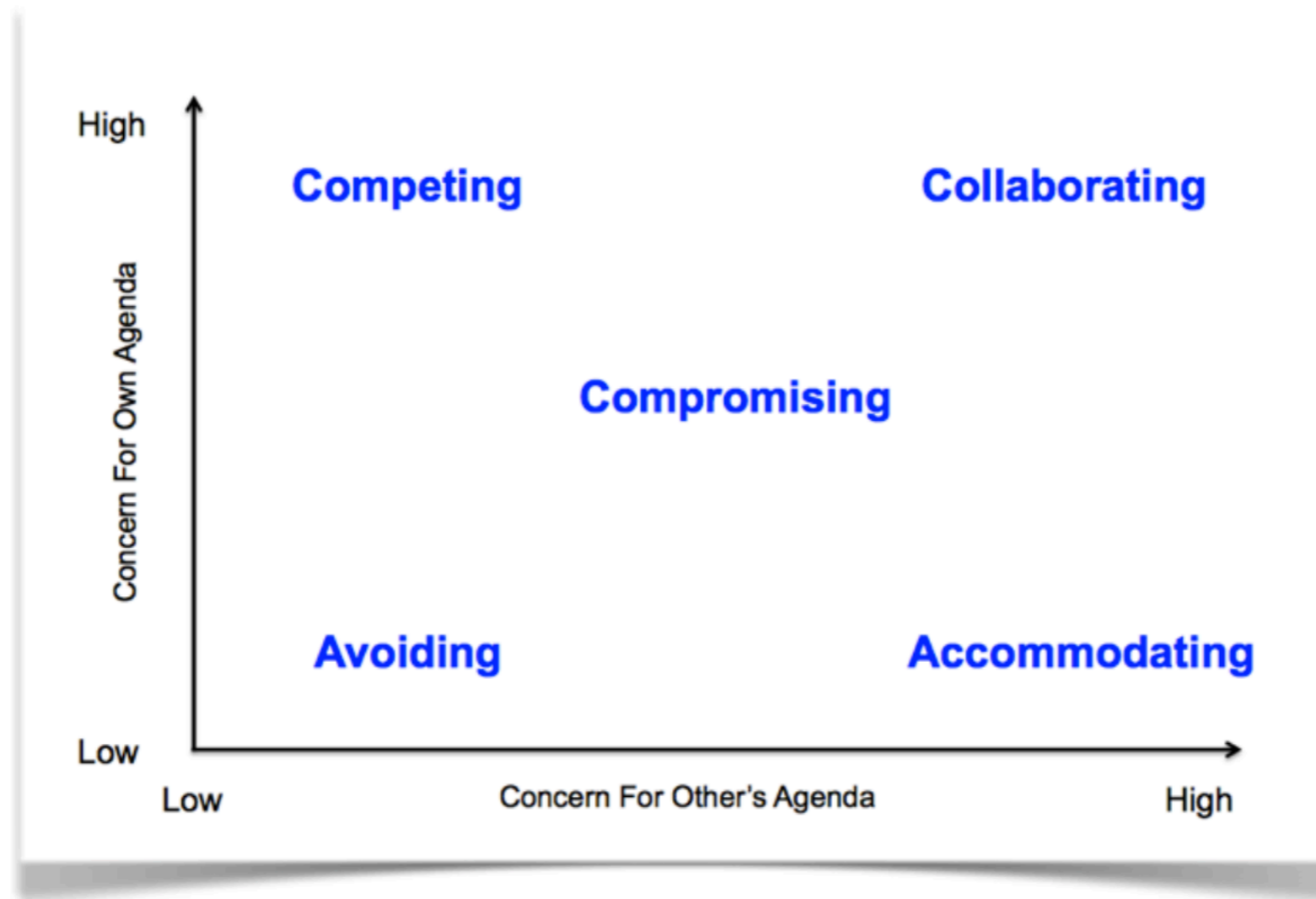
## common ways to self-regulate behavior

Code of Ethics: governs decision-making

Code of Conduct: govern actions.

# conflict resolution

*strategies for bridging differences*



*The Thomas Kilmann I Conflict Resolution Styles*

# conflict resolution

## *strategies for bridging differences*

- differences are normal
- address issues early and directly
- focus on issues not personalities  
*be hard on the problem, soft on the people*
- listen effectively  
*acknowledge, clarify, empathize, summarize*
- positions vs interests
- “ask” in addition to “tell”



# conflict resolution

## *strategies for bridging differences*

### BADGER model

- Begin
- Acquire information
- Define issues
- Generate possible options
- Evaluate options
- Resolve



INTERNATIONAL  
**OMBUDS**  
ASSOCIATION

Member Login 

Search our site...



[About IOA](#)

[About Ombuds](#)

[Membership](#)

[Events & Training](#)

[Certification](#)

[Resources](#)

[Publications](#)

## International Ombuds Association

---

*Advancing the Profession of Organizational Ombuds*

# The Ombuds Office of Lehigh University

## How can The Ombus Office help you?

### We will:

- offer a safe place to discuss concerns and understand options, both formal and informal
- empower visitors to create a better workplace and improve our community
- facilitate two-way, informal communication, collaboration, and dispute resolution
- offer the ability to address subtle forms of insensitivity and unfairness that do not rise to the level of a formal complaint
- provide a resource to improve the satisfaction and well-being of university constituents



# The Ombuds Office of Lehigh University

## Standards of Practice

### Confidentiality

The ombuds holds all communication with visitors in strict confidence and does not reveal the identity of anyone contacting them. Exceptions to confidentiality are areas of mandated reporting, but we will work with you on the best approach to making a report.

### Informality

The ombuds' functions include listening, providing and receiving information, identifying and reframing issues, developing options and channels to solve problems. Our services are off-the-record, and we do not participate in formal investigations or processes.

### Neutrality and Impartiality

The ombuds strive for impartiality, fairness, and objectivity in the treatment of people and the consideration of issues. We are neutral and do not advocate on the part of any individual.

### Independence

The ombuds work within the university system to make recommendations and suggest resources, but we do not provide notice to the administration.

The ombuds standards of practice are outlined by the  
International Ombudsman Association