

The First Task **ASK!**

Is to

OMBUDSMAN	
Ask Yourself	Ask Person Involved
What is my contribution to the situation?	Would you partner with me on sorting this matter?
Could I do something differently to handle the situation?	When is a good time to discuss the situation?
What are my feelings about the situation?	What information might you have that I should know?
What are the "blind spots" in my facts?	Could you help me understand the situation from your perspective?
Am I making any assumptions?	How are you feeling about this situation?
Is there a better way to address the situation than talking about it?	What can I do to improve our interaction?
What do I hope to accomplish?	What is your advice on handling the matter in the future?

"The Ombuds Office increases social capital in the district by enhancing communication and mitigating conflict." —Mindy Eaves

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