Before making an appointment to meet with the Ombuds, you might want a better idea of what to expect. While your meeting may go in several different directions depending on your specific needs, below is a general outline of most initial meetings with the Ombuds.

**Step One: Introduction**

The Ombuds will begin by briefly summarizing the purpose of the office, the nature of its confidentiality, and what the office can and cannot do.

**Step Two: Context**

The Ombuds will usually ask a few questions to better understand your background and perspective.

**Step Three: Your Concern**

Here, the Ombuds will ask directly about the concern(s) that brought you to the office. He may also ask clarifying questions and request additional information to frame the issue.

**Stage Four: Underlying Issues**

After discussing the surface concern, the Ombuds will help you explore any underlying issues that are generating tension or complicating relationships, making resolution of your concern more difficult.

**Stage Five: Options**

In this stage, you and the Ombuds will discuss your potential options, weighing the positives and negatives of each from several perspectives.

**Stage Six: Next Steps**

To close the initial meeting, you will discuss what you want to do next. This may include arranging additional meetings with the Ombuds, scheduling conflict coaching, preparing for mediation or a facilitated discussion, pursuing other channels, or seeking a resolution on your own.

To make your appointment with the Ombuds, please email ombuds@unlv.edu or call (702) 895-1823.