

Reach out and be humble

To be humble is a great attribute to have. It can play a significant role in addressing and resolving a conflict.

To be humble also touches on many of our core values including learning, respect, caring, collaboration, and impact.

The simple definition of a humble person is one who is not arrogant, but modest. Humble people underestimate their own importance and value others' contributions and strengths as much as or even more than their own.

Humble people do not let their egos get in the way. They often view [change](#) as an opportunity to gain experience.

Humble people tend to [collaborate](#) more, have open minds, learn from others and [admit their mistakes](#) as valuable teaching moments.

Humble people can have a profound impact on others. They build trust. They [criticize constructively](#) with the intention of caring and helping others.

Humble people display a quiet confidence and are secure enough not to “brag” about their accomplishments and importance. They focus more on learning from others and empower others to succeed.

As the Ombuds, I see humbleness as:

- Realizing we are not always right, and we all can make mistakes;
- Knowing how to apologize ([link](#)) and to be sincere;
- Being eager to collaborate to resolve a conflict and to work for the benefit of others more than just for a selfish benefit;
- Seeing a conflict or a challenging situation as a teaching moment;
- Listening actively and asking questions to better understand the other person's views;
- Keeping an open mind and avoiding making unwarranted assumptions.

I encourage us all to be more humble especially when faced with a potential conflict.