ISU Resources for Cultivating a More Welcoming Departmental Climate

**ISU Ombuds Office**
Ombuds Officers
Email: ombuds@iastate.edu | Phone: 515-294-0268 | [http://www.ombuds.iastate.edu/](http://www.ombuds.iastate.edu/)

**Clifton Strengths**
Understand how to apply talents to choices and professional lives
Dr. Jennifer Leptien, Director of Learning Communities
Email: jenl@iastate.edu | Phone: (515) 294-1948

Lora Leigh Chrystal, Director of Development, College of Human Sciences
Email: lchrysta@iastate.edu | Phone: (515) 294-0121

**Crucial Conversations**
Tools/skills for creating a positive environment for dialogue
Robin Ertz, Extension Professional Development, Program Manager
Email: rertz@iastate.edu | Phone: (515) 294-6804

**Everything DiSC Workplace**
Discover your DiSC style, understand other styles, and build more effective relationships
Katharine Hensley, Faculty Success Coordinator, Office of the Senior Vice President and Provost
Email: khensley@iastate.edu | Phone: (515) 294-8823

**Everything DiSC Workplace and Emotional Intelligence**
Discover your DiSC style, understand other styles, and build more effective relationships
Alison DePenning, Professional Development Program Coordinator, Extension and Outreach
Email: depennin@iastate.edu | Phone: (515) 294-7033

**Goal Setting, Strategic Planning, and Facilitation**
Abbie Gaffey, Community Development Specialist, Extension and Outreach
Email: agaffey@iastate.edu | Phone: (712) 539-1169

**Intercultural Development Inventory (IDI)**
Qualified IDI Administrators
Dr. Theressa Cooper, Assistant Dean for Diversity, College of Agriculture and Life Sciences
Email: tncooper@iastate.edu | Phone: (515) 294-8574

**ISU WellBeing**
Stephanie Downs, ISU WellBeing Coordinator, University Human Resources
Email: sdowns@iastate.edu | Phone: (515) 294-8902 | [https://www.wellbeing.iastate.edu/](https://www.wellbeing.iastate.edu/)

**Professional Development and Facilitation**
Leadership Development, Program Assessment & Evaluation
Dr. Carol Heaverlo, Director, Professional Development, Extension and Outreach
Email: heaverlo@iastate.edu | Phone: (515) 294-8876