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UAA Conflict Resolution Guidelines

It is the goal of the University to foster a campus climate that promotes the ideals of civility and appreciation for the uniqueness of each member of our academic and work community. However, during the course of daily interactions offenses may occur. Below are a few guidelines to address informal conflict that will hopefully help bridge communication and open lines of discussion.

INTENT OF MEETING

The purpose of this conflict resolution process is to allow you the opportunity to express your concerns in a respectful, civil manner without fear of retribution or retaliation. You will be given the opportunity to present uncomfortable feelings or issues with a non-biased person facilitating the flow of discussion.

FACILITATOR(S) ROLE

The role of facilitator is to assist you in reaching a resolution, not to impose a settlement. The facilitator is to be impartial and neutral. The facilitator(s) will also clarify information, confront inappropriate behavior and most importantly recognize commonalities within the process that will strengthen communication and working relationships.

GROUND RULES

In order to maintain an environment of mutual respect the facilitator asks that you adhere to the following ground rules.

- No raising voices
- No derogatory or demeaning language
- No interrupting

Honesty

Being honest with your feelings and communication, while at times may be uncomfortable, may help build respect and mutual understanding.

Timeouts

You can request a time out by the facilitator at any point in the process.

Confidentiality

The facilitator request that the information exchanged in this conflict resolution process be considered confidential and not be discussed in whole or in part outside of the process. The facilitator does, however; reserve the right to pursue any information regarding *illegal* behavior that is conveyed during this process.

FORMAL PROCESS

Participation in this process by no means waives your right to pursue other formal processes internal or external to the University.