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6.3 Conflict Review and Problem Solving Process

Saint Mary's College of California

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6.3 Conflict Review and Problem Solving Process

The Conflict Review and Problem Solving process provides a process whereby active staff employees of the College can request an independent, objective internal review of their work-related problems and concerns. This process is intended to address workplace conduct and circumstances that do not otherwise trigger the College’s obligation to conduct an internal administrative investigation (e.g. allegations of discrimination including sexual harassment or

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retaliation) The goal of the Conflict Review and Problem Solving Process is to encourage open and constructive communication.

Employees may consult with Human Resources first, but are encouraged to try to resolve their problems or concerns with their immediate supervisor. If a resolution cannot be reached, the employee may ask for a meeting with a Human Resources representative or with the head of the department in which he/she works. If no resolution is reached, the employee may request further assistance from Human Resources as described below.

The Director of Employee Relations & Compensation is available to assist employees and supervisors at any time in addressing concerns, reviewing problems, and identifying possible solutions. The Director of Learning and Organizational Effectiveness is available to do coaching with individuals and supervisors to increase their effectiveness. The Human Resources department has additional resources available, both internal and external, in the event that some form of conflict resolution could be useful. Use of internal or external conflict resolution resources requires the approval of the Assistant Vice President of Human Resources or designee, and in some situations, the Vice President of Finance and the Provost.

If potential solutions to address the conflict are proposed and are agreeable to the individuals involved, those potential solutions must be approved by the Assistant Vice President of Human Resources or designee, in consultation with the appropriate Vice President or Provost. While conflict resolution services may be available, there is no guarantee that an appropriate solution will be reached that satisfies any or all of the participants in the process. The goal is to facilitate communication on concerns in an effort to resolve workplace conflict or dissatisfaction at local levels.