



University System of Georgia Initiative

In 1995, the University System of Georgia Board of Regents' initiative and The Consortium on Negotiation established a system-wide conflict resolution program as a way to:

- 1) Communicate differences without opposition
- 2) Resolve conflict at the lowest level
- 3) Improve institutional environment
- 4) Lead the development of Alternative Dispute Resolution (ADR) in higher education

As a response to the Board of Regents directive, VSU created the Conflict Management & Restorative Practices Committee to serve the needs of the campus community.

The work of the Conflict Management & Restorative Practices Committee continues to support this initiative.

“**Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.**” **Winston Churchill**



Committee Chair & Intake Coordinators

The Committee Chair oversees meetings, trainings, and the budget. The Intake Coordinators set up mediations and provide conflict coaching for clients.



FOR MORE INFORMATION CONTACT
Email: cmrp@valdosta.edu
Website: valdosta.edu/administration/conflict-resolution-program/

Conflict Management & Restorative Practices Committee



VALDOSTA STATE UNIVERSITY



Helping You With Conflicts

The Conflict Management & Restorative Practices Committee Offers 4 Services

- 1) Mediation
- 2) Conflict Coaching
- 3) Conflict Management Training
- 4) Restorative Practices

These services are open to any faculty or staff needing help resolving conflict.

Mediation

Mediation is a voluntary, informal, structured process in which an impartial third party, called a mediator, helps disputing parties to generate and evaluate options for reaching a mutually acceptable agreement. A mediator does NOT have the power to impose an agreement on the parties. (National Association for Mediators in Education)

WE DO NOT MEDIATE:

- Salary Issues
- University Policy
- Criminal Matters

Conflict Coaching

Conflict Coaching is a process in which a coach and a client communicate one-on-one for the purpose of developing the client's conflict-related understanding, interaction strategies, and interaction skills. It is an intervention involving the client and one conflict resolution professional.

CONFLICT COACHING...
is an empowering and facilitation process.
is not appropriate for all cases.
is a part of a system of conflict management.

Restorative Practice

Restorative Practices is a people-centered process that focuses on building or restoring relationships. It can be either proactive by developing relationships and building community or reactive by responding to conflicts and problems. Historically, circles have been used by Indigenous peoples with a facilitator guiding the process fairly and encouraging everyone to participate. Circles are used in RP so everyone in the circle can see each other, encouraging open communication. During the circle, a "talking stick" is used to give everyone a voice and ensure civility is maintained.

Goals

- Maintain a diverse committee that is representative of the administration, faculty, staff, and students.
- Educate on the availability of mediation and conflict coaching services and make accessible to all members of the campus community.

- Review policies and procedures and where appropriate, incorporate mediation and conflict coaching as options to resolve disputes.
- Provide training to increase awareness of protecting human dignity, fostering communication, reducing violence, and resolving conflict.
- Obtain administrative support and funding for programming that leads to a positive and healthy work environment.
- Partner with other campus entities and outside resources to offer cutting edge professional development and research opportunities in the field of mediation and conflict resolution.
- To the extent provided by law, maintain confidentiality of all parties involved in a dispute.

“Quality is never an accident. It represents the wise choice of many alternatives.” **William A. Foster**