




UCDAVIS
mediation
SERVICES

**Making Your Work Life
“Workable” through
Managing Your
Response to Conflict**

**ADMAN Conference
March 18, 2009**

**328 D Street
(530) 297-4480
<http://mediation.ucdavis.edu>**



About Us

We provide professional conflict management services to faculty, staff and graduate students. Our core service is structured, facilitated mediation designed to address conflict at work.



Services

- Mediation
- Consultation
- Conflict Coaching
- Self-help Resource Library
- Training



Stages of Conflict

1. A "rule" is broken
2. Unspoken tension
3. Consultation with others
4. Active or passive engagement
5. The Aftermath



Initial Interventions

- The biggest concern when conflict erupts is...
- The quickest way to diffuse conflict is...
- An effective way to engage parties soon after the eruption is to...



Active Listening

- Major Active Listening Elements
 - minimize distractions
 - listen for the main issue, point or concern and how the issue makes the person feel or how the person is reacting
 - non-verbally acknowledge that you are hearing the speaker
 - do not agree or disagree
 - ensure your understanding by asking questions, restating what you've heard and/or summarize what you've heard



Active Listening Exercise

- Each person find a partner
- The one with the darkest hair color will go first (if you have no hair, let's just say you have the lighter hair color)
- For 2 minutes Speaker 1 will describe their best boss ever
- At the end of 2 minutes Listener 1 will summarize the major points and how Speaker 1 felt about his/her boss in one sentence
- Repeat with Speaker 2's "worst boss ever"



Other Conflict Response Strategies

- Timing is important (avoid late afternoons, Fridays, etc.)
- Choose the right environment (neutral ground, no distractions)
- Notice your breathing (tune into your state of mind)
- Use "I" statements (I think, I feel...)
- Avoid analogies & blaming
- Take a "time out"/break if needed, but revisit



What is Mediation?

A collaborative problem solving process that promotes better understanding and assists disputing parties in managing workplace conflicts by reaching mutually satisfying solutions



Benefits of Mediation

- Efficient
- Cost Effective
- Flexible
- Informal
- Confidential
- Forward Looking
- Reduces tension in the workplace
- Seeks win-win resolutions





Common Presenting Issues

- Interpersonal conflicts
- Claims of unfair treatment
- Reasonable accommodation issues
- Adverse employment actions

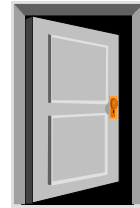


Case Intake

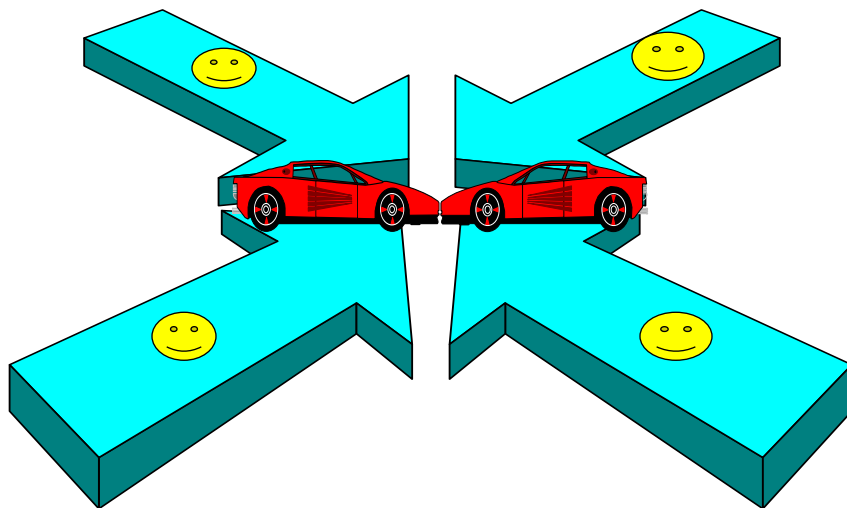
- Evaluate issues and determine if mediation is appropriate
- Assess requested outcomes and readiness of the parties for mediation
- Explain the process to the parties, including confidentiality and mediator's role
- Answer questions
- Address concerns

The Session

- ◆ Part I - Define the Problem
- ◆ Part II – Written agreements and Implementation Strategies



Difference in Perception





The “Big Six” Issues

- Communication
- Lack of Recognition/Status
- Lack of Respect
- Absence of Trust
- Differing Role Expectations
- Different Styles

