

Frequently Asked Questions

Would I have to go through mediation before filing a formal grievance?

No. Mediation is a recommended alternative process and individuals are strongly encouraged to solve differences at the least invasive level. Filing a grievance is one alternative—but not usually found to be the most positive recourse.

What if I'm not satisfied with the results of mediation?

Individuals may continue formal grievance procedures consistent with GCSU policies.

Are there trained mediators on the GCSU campus?

Yes. Several individuals on campus (faculty and staff) have been trained in mediation. Contact Human Resources for assistance.

Will my inquiries be held in confidence?

Usual/normal mediations are held in confidence, with only the parties knowing the specific situation. Exceptions include those situations where there are allegations of illegal activities. In such situations, outside experts are notified.



Conflict Resolution

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CONFLICT IS A NORMAL PART OF EVERY PUBLIC AND PRIVATE HUMAN INTERACTION.



Managing Conflict



Georgia College is a community where collegiality, trust, and collaboration are encouraged. The resolution of conflict at the lowest possible level allows our campus to inspire an environment for the best in education, teaching, research, and service.

The major goal of mediation is to improve relationships and enhance understanding.

Why Mediation?

Conflict is a normal part of every public and private human interaction. It promotes intellectual discussion, and is an opportunity to facilitate change. There are many alternatives in resolving conflict so the method chosen can maximize the potential outcomes while minimizing human, institutional, and social costs.

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The major goal of Mediation is to make the institution more respectful of human relationships, and more effective in fostering communication in our students, faculty, and staff.

What is Mediation?

Mediation is a method of dispute resolution that allows two or more parties to discuss in a voluntary, informal, structured way, solutions to issues by generating options and coming to a mutually acceptable agreement with the assistance of a neutral third party (mediator). Mediation is available to all faculty, staff and students.



Mediation is ...

- A Commitment to a voluntary approach
- A willingness to identify and discuss issues
- A clarification of roles/responsibilities/expectations
- A consistent approach
- Encourage exchange between parties
- Create realistic solutions
- Work out mutual agreements/options
- Honor confidentiality

Mediation is not ...

- A legal proceeding
- A replacement for the disciplinary system
- Counseling
- A place for judgments
- A Public Airing

What Does the Mediator Do?

The mediator is available to assist individuals in reaching a mutual settlement. In facilitating the process, the mediator may suggest alternatives for the resolution of a dispute but will not impose a judgment on the issues.

Mediators ...

- Encourage the respectful exchanges of information
- Identify new information
- Help parties to understand each other's views
- Restate the identified issues and interests
- Promote a productive level of communication
- Identify differences in perceptions and interests between parties
- Encourage flexibility

Georgia College &
State University
builds an
environment of
mutual respect
through successful
conflict resolution

