

**Strategic Plan (2003)**  
**The Chancellor's Advisory Committee on Alternate Dispute Resolution (ADR)**  
**University System of Georgia**

**BOR Goal #1: To establish a System-wide conflict resolution program that maximizes collaborative resources and guidance for institutional processes and practices, which are developed for and well integrated into the particular institutional culture of each campus.**

- § Strategy #1: Utilize strong advocacy of senior vice chancellors and selected senior staff to support the Initiative.
- § Strategy #2: Request commitment by each president to continue campus development and implementation of a Conflict Management System.
- § Strategy #3: Suggest that each institution's academic officer appoint a Faculty Liaison; each Human Resources Director appoint a Staff Liaison; and each Student Affairs Officer appoint a Student Affairs Liaison to further develop and implement the Initiative as needed.
- § Strategy #4: Establish criteria for selection of liaisons to assure that the appropriate people on each campus are empowered by the president.
- § Strategy #5: Arrange meetings for all new presidents and vice presidents with representatives from CNCR and/or the Advisory Committee explain the Initiative one-on-one.
- § Strategy #6: Provide training about this Initiative and conflict resolution skills to new administrators during the annual Academic Administrators Workshop.
- § Strategy #7: Utilize a web-based, interactive evaluation system to assess campus activities and progress toward meeting the goals of the Initiative.

**BOR Goal #2: To decrease the reliance on adversarial processes, such as formal grievances and appeals and courtroom litigation, both within the System and in its dealings with other persons and agencies.**

- § Strategy #1: Explore ways to increase awareness of the Initiative at the System and campus level (need more PR).
- § Strategy #2: Develop more specific guidelines and activities for liaisons and campus committees
- § Strategy #3: Develop individualized plans for assisting specific campuses.
- § Strategy #4: Develop a certificate for outstanding achievement for liaisons with exemplar programs to be sent to presidents for their presentation to liaison.

**BOR Goal #3: To achieve timely, equitable, and satisfactory resolutions at the lowest possible level within the System and at its institutions in the most efficient and cost-effective manner commensurate with the interests and rights of all concerned and reduce conflict recurrence while anticipating and responding to future conflicts.**

- § Strategy #1: Explore ways for this initiative to thrive during the budget crisis and to provide support to the campus community during this stressful period.
- § Strategy #2: Alternate sites and curriculum (basic versus advanced) of the Summer Institute.
- § Strategy #3: Provide workshop for liaisons in the spring and outline their responsibilities (have sessions where liaisons can share their successes; recognize outstanding achievement by liaisons at workshop).
- § Strategy #4: Increase the USG capacity for consulting assistance to campuses by including individuals who have received advanced training or who have developed outstanding programs on

their campuses.

§ Strategy #5: Develop more training at campus level utilizing canned programs, vignettes, films, etc.

§

**BOR Goal #4: To make the institutional environment for students, faculty and staff more protective of human dignity and trust, more respectful of the value of conflict, and more effective in fostering communication and community.**

§ Strategy #1: Request that representatives from CNCR and/or the Chancellor's Advisory Committee on ADR be given time to speak (explain the Initiative and ask the vice presidents to open up existing processes and procedures to incorporate conflict management concepts) at the summer meeting of the:

§ Academic Affairs Officers

§ Business Officers

§ Student Affairs Officers

§ Strategy #2: Request that representatives from CNCR and/or the Chancellor's Advisory Committee on ADR be given time to speak (explain the initiative and ask the representatives to open up existing processes and procedures to incorporate conflict management concepts) at the fall meetings of the:

§ Financial Aid Directors,

§ Graduate Deans,

§ Human Resource Directors,

§ Physical Facilities Directors,

§ Public Safety Chiefs,

§ Registrars,

§ Technical Group /Chief Information Officers.

§ Other groups to be determined

§ Strategy #3: Request that each campus have a conflict management component in its new faculty and staff orientations.

**BOR Goal #5: To make the University System of Georgia an exemplar and nationally recognized leader in the development of alternative dispute resolution for higher education.**

§ Strategy #1: CNCR collaborates with its individual and institutional members to identify opportunities for promoting the Initiative; to develop scholarship in the area of institutionalization of CM; and, to disseminate best practices in CM in Higher Education.

§ Present progress of the Initiative to national conferences such as the Association for Conflict Resolution (ACR) and the National Conference on Current Trends in Conflict Management in Higher Education

§ Participate as a key player in the Education and Research Section of ACR.

§ Serve on relevant advisory boards such as the Conflict Management in Higher Education Resource Center Advisory Board.

§ Maintain a high visibility in theory to practice symposia related to institutionalization of Conflict Management (CM).

§ Seek collaboration with other researchers to study the institutionalization of CM using the University System of Georgia as a living laboratory.

§ Develop and disseminate innovations in teaching and evaluation methods of CM.

§ Strategy #2: Develop grant proposals to obtain outside funding for the Initiative.