

A woman with long dark hair, wearing a dark blazer, is sitting at a desk and smiling warmly at a man whose back is to the camera. A silver Dell laptop is open on the desk in front of her. The background features a brick wall and a window with bright light. A large purple diagonal shape is overlaid on the left side of the image, containing the text.

# LISTEN. TALK. RESOLVE.

## Conflict Management Resource Guide

GVSU is aware that the potential for conflict always exists. It is important that you know there are personal, supportive, and formal steps for you to resolve conflict. There are resources and key contacts that can listen and talk you through your options to help you decide which route to take.

# Conflict Resolution

## Step 1: Personal Options

- ▶ Review the professional expectations outlined in the [GVSU Collegiality Policy and Civility Guidelines](#).
  - ▶ Build your skill set in managing, avoiding and/or diffusing negative conflict with the following training initiatives:
    - Self Esteem/Inner Critic
    - Intensive Leadership
    - Conflict Resolution
    - Nonverbal Communication
- For further information, visit [gvsu.edu/sprout](https://gvsu.edu/sprout).
- ▶ Contact ENCOMPASS for a confidential and supportive consultation on how best to cope with and personally manage conflict and its effects.
  - ▶ Reflect on the following questions to increase your self-awareness of the issue:
    - What is my part in creating this conflict?
    - What am I trying to achieve in this situation?
    - What is the other person's point of view?
    - Is this really conflict or simply a difference of personalities?
    - What is the nature of the conflict?
    - What am I willing to invest to achieve reconciliation?
    - Am I ready to take accountability for my actions?
    - Have I taken steps to resolve the problem?
    - Does this particular situation require my involvement?

## Step 2: Supportive Options

- ▶ Contact a work life consultant to:
  - Conduct brief individual or team interventions
  - Coordinate and incorporate additional trainings with ENCOMPASS
  - Facilitate conversations and mediations
- ▶ Organize or request team building training and related activities.

## Key Contacts

### Work Life Consultant 616-331-2215

A work life consultant provides a confidential and safe environment to discuss your situation and determine what support you might need to move forward.

### Director of Staff Relations 616-331-2215

The director of staff relations coaches supervisors to enhance individual and team functioning. They answer questions regarding policy and union agreements. They are also involved in the grievance and discipline processes.

## Step 3: Formal Options

- ▶ Contact Inclusion and Equity for harassment or Title IX resources.
- ▶ Contact the director of staff relations to activate complaint process.
- ▶ File an anonymous report.

## Resources

**ENCOMPASS Employee Assistance Program (EAP)** allows you to review topics with ENCOMPASS professionals including effective management, career transition, productivity, training and development, diversity, accomplished employees, and workplace safety. Visit [gvsu.edu/hro/benefitswellness](https://gvsu.edu/hro/benefitswellness) or call 1-800-788-8630. This hotline is available 24/7 and is free for faculty and staff.

**Division of Inclusion and Equity** coordinates sustainable and strategic institutional efforts to engage all members of the community. Call 616-331-3296.

**Faculty Teaching and Learning Center** programs foster dialogue and community-building around teaching and learning. They provide a range of programs to serve you. Visit [gvsu.edu/flc](https://gvsu.edu/flc) or call 616-331-3498.

**Anonymous Reporting** is available for individuals who prefer to report concerns to the university anonymously through a system hosted by a third-party provider. Visit [gvsu.edu/reporting](https://gvsu.edu/reporting) or call 855-799-8302. You may file a formal complaint regarding a possible violation of the university's Anti-Harassment Policy.

**GVSU Collegiality Policy and Civility Guidelines**  
Visit <https://goo.gl/HwxhLp>.