

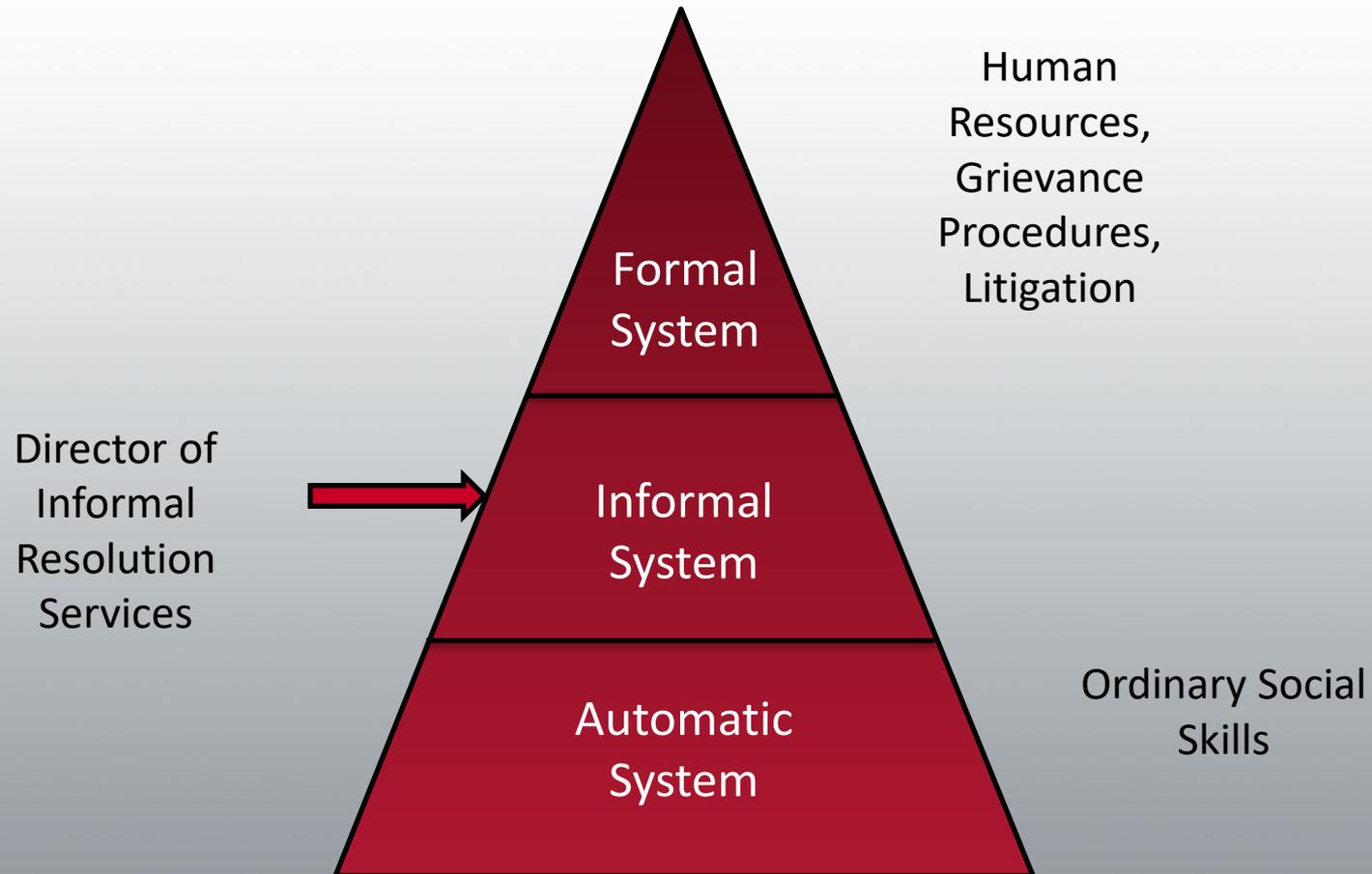
Workplace Informal Resolution Services

Tal Lieber

Director of Informal Resolution Services

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Three Conflict Management Systems



My Role

- A designated **neutral** conflict resolution practitioner who provides ***confidential, informal**, independent, and **impartial** assistance to faculty, staff and students through dispute resolution and problem-solving methods.
- Serves as an **alternative and/or supplement to, not a replacement of**, other University resources and procedures.

***Confidentiality** and exceptions will be discussed in slides 9 & 10



My Responsibilities

Informal Resolution Services:

1. Workplace Conflict
2. Title IX Alternative Dispute Resolution



Training:

3. Workplace Conflict Resolution Training



1. Workplace Conflict

How Can I Help?



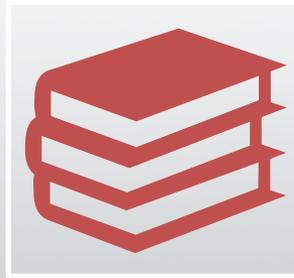
Listen

Listen to complaints, concerns, problems and issues



Answer

Answer your questions or refer you to someone who can



Research

Conduct (anonymous) research on your behalf



Clarify

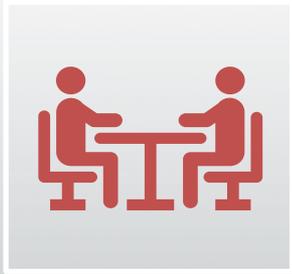
Clarify policies or processes



Options

Help you identify and evaluate options

How Can I Further Help?



Coach

Manage a challenging situation or engage in a difficult conversation



Mediate

Mediate disputes or facilitate communication between individuals in conflict



Train

Workplace conflict resolution training



Refer

Refer you to the appropriate office should you wish to file a formal complaint



Surface

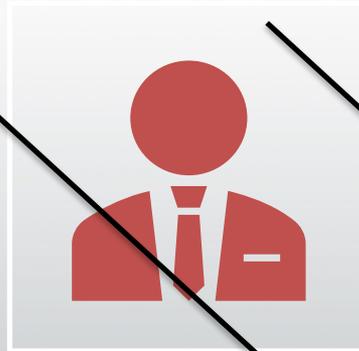
Surface trends or patterns of complaints that might be systemic

What Don't I Do?



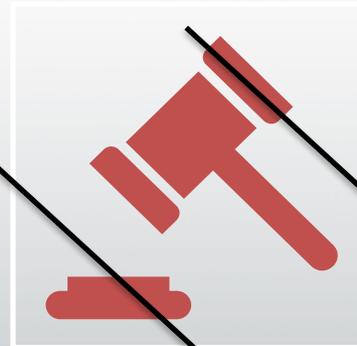
Accept Notice

Accept notice of claims against the University or any formal complaint



Formal Process

Conduct, testify, or participate in formal investigations or processes



Legal Advice

Provide legal advice



Rules

Make or change University decisions, rules, or policies

Confidentiality

Your **identifying information** and **information you share** with me will be kept confidential, unless you give permission to reveal specific issues to specific persons for the purpose of resolving the conflict.

CONFIDENTIAL

Exceptions to Confidentiality

- Imminent risk of harm to self or others.
- Title IX & Sexual Misconduct allegations.
- Illegal activities.



Requests for mediation will require a conflict-check with designated officials, and any agreement reached may require approval by appropriate officials.

Not an Agent of Notice



Information you share with me, either in person or in writing, is:

- **Strictly off-the-record** and does not constitute a formal report of wrongdoing.
- **Not a step in any grievance** process.
- **Not a notice to the University** of any claims you may have.

Anyone who wishes to put the University on notice should invoke a formal grievance process, and I can provide referral information about whom to contact.



2. Title IX Alternative Dispute Resolution (ADR)



What is The Title IX ADR Process?

- An opportunity for Complainant & Respondent to reach an agreement on how to resolve the case.
- An alternative to the Formal Process (investigation)
- The facilitator is neutral and impartial and does not issue findings.

Goal: Mutually Acceptable Resolution





Do I Have to Participate?

- No. The ADR Process is **voluntary**.
- Either party may **withdraw consent** at any time until the ADR Agreement is signed by all parties.
- **Title IX Coordinator** must deem the matter **appropriate** for ADR.
- Title IX Coordinator or Mediator **can terminate** if no longer appropriate.



Who Can Participate?

Any Complainant and Respondent, **except:**

Student Complainant and Employee Respondent



Is it Confidential?

The ADR Process is confidential, subject to some ***exceptions.**

- The facilitator will not relay information between parties without their permission.
- The facilitator will not testify or share information in the Formal Process.

***Exceptions** to confidentiality on slide 17



Exceptions to Confidentiality

- Imminent risk of harm to self or others.
- New Title IX & Sexual Misconduct allegations.
- Illegal activities.
- The agreement requires Title IX Coordinator's approval.



Can I Appeal the Outcome?

- No. Once the agreement is signed by all parties, the parties are bound by its terms, the ADR Process is deemed final, and the Formal Complaint is considered resolved.
- Exceptions:
 - If otherwise provided in the agreement itself.
 - If a party induced the agreement by fraud, misrepresentation, or other misconduct.
 - Where required to avoid a manifest injustice to either party or to the University.

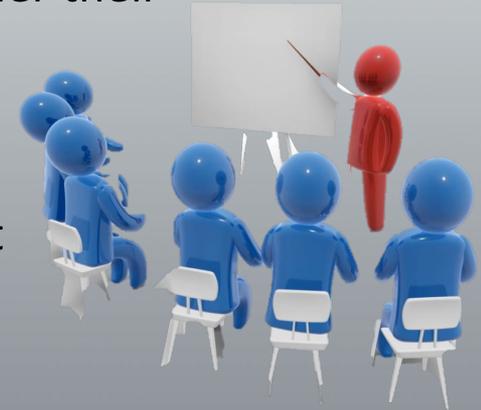


3. Workplace Conflict Resolution Training



Training Opportunities

- Necessary Knowledge
 - Learn a new way of thinking about and approaching conflict
- Successful Conflict Conversations
 - Learn a practical communication tool to resolve conflicts between yourself and others
- Third Party Resolution
 - This seminar will prepare managers/supervisors to take a proactive role to resolve conflicts between two other individuals under their supervision
- Conflict Dynamic Profile (CDP)
 - A resource to increase self-awareness and improve conflict management skills



Training Opportunities

- Training is available every month for individual enrollment on the Learning Management System.



- Contact Tal Lieber or Teresa Faulkner, Manager of HR Learning and Development, to schedule training for your department and/or team.

Thank you!

Questions?

Call: 205-348-0510

Email: tlieber@ua.edu