

FACULTY COMMENTS ON CAMPUS CONFLICT RESOLUTION SERVICES

Consultation

- The consultation enabled me to reflect upon the problems in a relatively more objective way, and to develop a constructive plan of action.
- It was helpful to clarify my options and go over them with someone who listened well. Nancy made suggestions that I wouldn't have thought of on my own.
- I am sending your contact information to the new Department Chair, with the hope that she does not need your services but also the confidence that she has a solid and skilled person to contact if she does.
- Thank you again for the consultation. That was extraordinarily helpful. [My colleague and I] have just had a conversation which began according to the language you helped me develop, and things quickly opened up and improved.

Mediation

- Nancy was able to accomplish in about two weeks what would have taken months to achieve — and the working hours of approximately 4 to 5 additional people — had we gone through another campus process. In addition, I truly believe that the results that have been realized through Nancy's services are far better in terms of effectiveness, and that elusive but essential measure of "goodwill" or "damage control," than formal processes can often deliver.
- Nancy's help was crucial in coming to an understanding and resolution of a long-standing disagreement [with another faculty member]. The resolution was arrived at quickly, fairly, and with amicable ambiance.
- Everything was handled very professionally and efficiently. I can't imagine a more comfortable and "easy" process for resolving conflict.

What would you want others to know about Campus Conflict Resolution Services?

- I want the campus community — especially our academic community - to know about the existence of these services and that taking advantage of them early on in a conflict could very likely minimize the necessity of spending much more time and energy in formal processes.
- I consulted Nancy Heischman regarding a situation in which I felt both wronged and helpless to effect change. Campus administrators (including my Department Chair, Associate Dean, and Assistant Dean) did not feel able to help. Nancy heard my concerns, contacted the other party, and arranged a joint meeting to talk the problem through. Without Nancy, I believe the logjam would not have been broken. Getting things moving again has resulted in publication of a long-delayed work. I am very grateful for Nancy's help.
- Conflicts among faculty members are quite common and I think people who are facing a difficult situation should know that it is worth consulting with CCRS as a positive step toward a resolution.