

A large, stylized graphic on the left side of the slide. It consists of several overlapping triangles in shades of blue, green, and yellow, forming a larger, abstract shape that points to the right. The text 'Cal Poly Pomona' is positioned to the left of this graphic.

CalPoly
Pomona

Conflict Resolution and Ombuds at CPP

August 17, 2023

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OVERVIEW



OVERVIEW



Senate Resolution in Support of Reestablishing Ombuds Office



Joint Senate/Administration Working Group Report



Implementation Plan



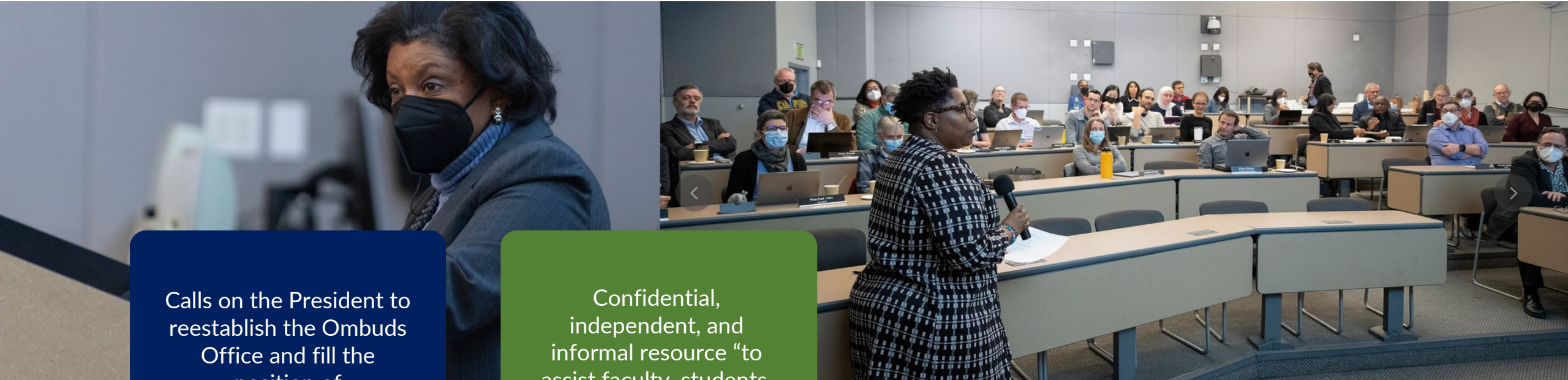
Ongoing Improvements in Conflict Resolution



Objective:

To clarify the conceptual and operational model proposed for the Office of Conflict Resolution Services & Ombuds in response to the Academic Senate resolution and to engage in dialogue to guide implementation.

Academic Senate Resolution



Calls on the President to reestablish the Ombuds Office and fill the position of Ombudsperson at Cal Poly Pomona and to hire adequate staff to support the position.

Confidential, independent, and informal resource “to assist faculty, students, staff, and administrators with conflicts and concerns, and an opportunity to deescalate volatile situations.”

Adopted February 17, 2022:

Support of the Hiring of a University Ombuds

Joint Senate Working Group on Conflict Management and Dispute Resolution

Final Report December 2022

Key Findings:



Confidentiality and independence



Provision of multiple services by experts



Significant investment in training



Adequate resources



Charter

CONFLICT RESOLUTION SERVICES & OMBUDS OFFICE KEY FEATURES

CONFLICT RESOLUTION FOCUS

- Emphasizes the use of conflict resolution processes, including mediation, facilitation, and other collaborative approaches, to address conflicts.
- Aims to promote dialogue, understanding, and resolution, while respecting the rights and perspectives of all parties involved.

ACCESS

- Has access to and established clear lines of communication with all levels of administration to facilitate responsiveness to campus needs.
- The office is accessible to all members of the campus community, irrespective of their role or position.
- It recognizes and values diversity, inclusivity, and cultural differences, ensuring that services are available to individuals from various backgrounds.

CORE PRINCIPLES

- Upholds core principles such as neutrality, confidentiality, and fairness.
- Adheres to professional standards of ethics and confidentiality, ensuring that individuals can freely express their concerns without fear of reprisal.

SERVICES

- Guidance and resources on navigating university policies, procedures, and resources
- Training programs on conflict resolution, effective communication, and other relevant skills
- Regular reporting on trends, issues, and recommendations to the university administration while maintaining individual confidentiality

Independent

Ensures its ability to operate free from influence, thereby fostering trust and enabling unbiased assistance to individuals seeking resolution

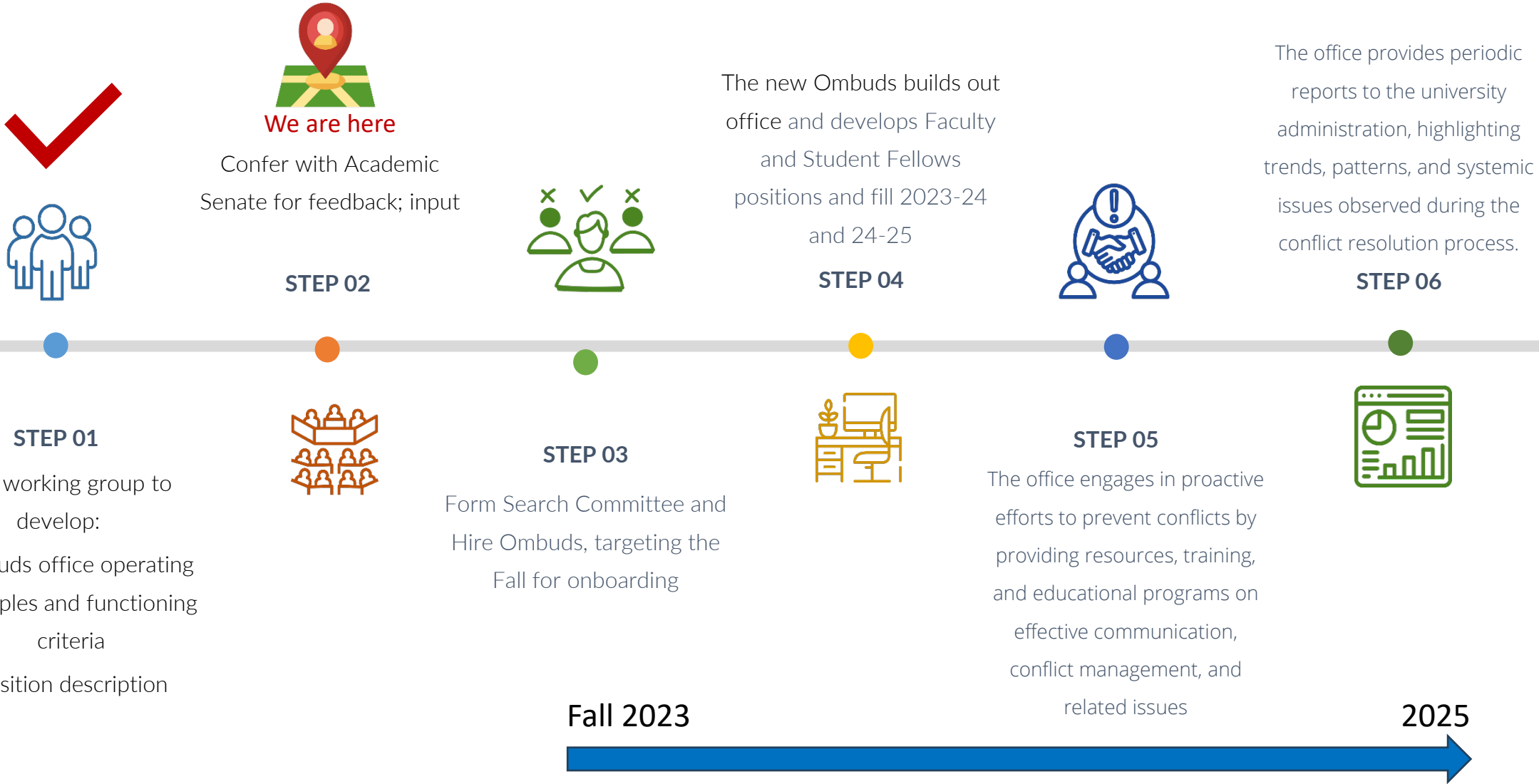
Neutral

Allows the office to provide an impartial platform for resolving conflicts, promoting open dialogue, and ensuring equitable outcomes

Confidential

Safeguards individuals' privacy and encourages open communication, creating a safe space for addressing sensitive matters

Implementation





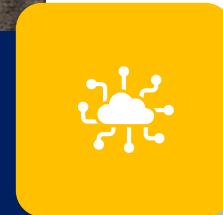
**Does this model
address the needs that
faculty see on campus?**

**What are the desired
characteristics of
Faculty Fellows?**

Other Questions?



**“Diving into
Discourse:
Your Input,
Our Growth”**



Discussion



Working Group Members

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Michelle Elrod
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Jill Hargis
Nicole Hawkes
Cindy Pickett

Thank You

