

Campus Conflict Resolution Services for Graduate Students

You are probably not beginning your graduate career at UCSC in anticipation of all the conflicts you might have -- and perhaps you will have very few. If you do encounter conflict, or if you'd simply like to be better prepared to handle whatever conflicts may come, Campus Conflict Resolution Services is available to help.

UCSC established Campus Conflict Resolution Services in 2009, in recognition of the fact that conflict is a normal part of life in higher education. Many conflicts stem from everyday differences between people, in which there is no right or wrong. These may include differences in communication styles, temperaments, backgrounds, preferences and priorities. Where there is diversity, there is often conflict. When it is skillfully handled, conflict can be very productive: leading to increased understanding, better teamwork, and / or more respectful, inclusive ways of doing things.

Conflicts You Might Have

- With undergraduate students in labs or discussion sections
- With colleagues in your Department or lab
- With professors or supervisors

How CCRS Can Help

- **Workshops** are offered periodically through Graduate Student Commons, or by arrangement with your student organization, Department, or lab group. These are generally short, one- to three-hour sessions in which you can develop skills and strategies to prevent or manage common types of conflict.
- **Individual Consultation**, by appointment, offers the opportunity to explore, in a confidential, informal setting, what you as an individual might do to shift an existing conflict toward a more positive outcome.
- **Mediation and facilitated dialogue** are safe, structured formats in which to forge ways of working together that further both individual and shared goals.

Contact

Nancy Heischman
Campus Conflict Resolution Services
831.459.2290
nheischm@ucsc.edu
<http://conflictresolution.ucsc.edu>