

# **Conflict Resolution Resources**



#### **Conflict Resolution Overview**

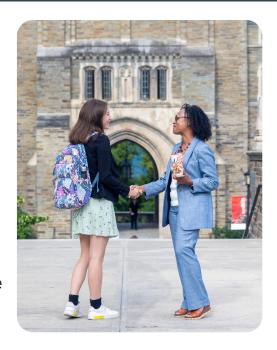
When conflicts arise, mediation, coaching, and conflict resolution resources are available at CVM, across Cornell, and off campus.

Speak with each other and speak with faculty & staff — we are here and open to listening and conversation.

When working to resolve conflicts, remember to reinforce empathy, engagement, compassion, and care using the LARA method

LARA: Listen, Affirm, Respond, Add

We understand that sometimes it is helpful to speak with people outside of Cornell Public Health too, and there are many resources for students, faculty, and staff to access.



# CVM Personnel Who Can Help Address Conflicts



Kate Buckley, CVM Well-being Program Director

Email: kab63@cornell.edu | Office: S2-101B, Schurman Hall

- Can provide awareness of and access to well-being resources for students, faculty, & staff
- Can address acute needs, provide brainstorming options or referrals to other resources, or a non-judgmental, supportive ear



Genel Gronkowski, Embedded CAPS Therapist

Email: gg485@cornell.edu | Office: S2-016, Schurman Hall

- Provides on-site counseling and support (for CVM students only)
- Informational office hours: Wednesdays 3-4 PM; also available via Zoom
- Offers "Let's Talk" <u>drop-in consultations</u> that allow students to consult informally with Genel without an appointment



**Melanie Ragin,** Assistant Dean of Inclusion and Academic Excellence Email: mjr382@cornell.edu | Office: S3-210, Schurman Hall

- Can help deal with issues of perceived bias or discrimination through conversation, communication, and humanization of all parties involved
- Can be anonymous unless the issue discussed involves a crime or harassment



# **Conflict Resolution Resources**



### **Other Cornell Resources**

#### Counseling & Psychological Services (CAPS) and "Let's Talk" Consultations

- Provides professional and confidential mental health care in-person or via Zoom to undergraduate, graduate, and professional students studying in Ithaca.
- Staff members come from diverse clinical and cultural backgrounds with expertise in responding to the wide range of mental health concerns faced by university students.
- "Let's Talk" offers informal drop-in consultations with a CAPS counselor for students who are uncertain if counseling is a good fit for them, or are just in need of a one-time brief conversation with a provider. Offered Monday-Friday during the academic year.

Phone: 607-255-5155

#### **Cornell University Ombuds**

- A confidential, independent, informal, and impartial resource available to students, staff, and faculty
  at the university to address conflicts, concerns, or other issues affecting their work, life, or study at
  Cornell.
- Offers a safe place to identify options for addressing individual situations.
- Cornell Ombuds Office appointments are offered via Zoom, telephone, or in person and may be scheduled by email (<a href="mailto:ombuds@cornell.edu">ombuds@cornell.edu</a>) or telephone.



Phone: 607-255-4321

#### Office of the Dean of Students (Elizabeth C. Staley Center, 200 Willard Straight Hall)

- Serves as a central point of contact for the advocacy, empowerment, and education of all students; helps students navigate challenging issues using non-clinical, trauma-informed, and identity-conscious approaches.
- Team of dedicated professionals focuses on creating a welcoming, non-judgmental, and caring environment that aims to facilitate access to holistic support services and campus and local resources. Email them at studentsupport@cornell.edu.



607-254-8598

### Faculty & Staff Assistance Program (FSAP)

- Provides professional counseling and support tailored to meet the unique needs of **Cornell employees**
- Services are free, confidential, and provided by credentialed counselors.
- FSAP is currently providing counseling and support services by phone, Zoom, and in-person appointments.
- Hours are Monday Friday, 8:30 5:00, but the phone line is staffed 24/7 for urgent concerns.



Phone: 607-255-2673

#### **Bias Reporting**

- Anyone (students, staff, or faculty) who has seen, heard, or experienced bias, can make a report in the following ways:
  - Bias Reporting Form
  - Office of Institutional Equity and Title IX (OIETIX) at equity@cornell.edu



# **External Conflict Resolution Resource**

# **Community Dispute Resolution Center (CDRC)**

- Trained, confidential volunteers who offer individual conflict coaching and mediation
- Offers services to all, both in-person and remotely.



**Phone:** 607-273-9347