



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” [drop-in consultations](#) 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 (ombuds@cornell.edu) 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.



Phone:
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