

Why choose Conflict Resolution Services?

University work is often busy and stressful, and can lead to conflicts in the workplace. The Conflict Resolution Services will provide you with a forum to discuss such conflicts and work towards a mutually satisfying resolution.

You should contact Conflict Resolution Services if you are involved in a challenging workplace situation and you value honest conversation and healthy workplace relationships.

Mediation or other informal approaches to conflict resolution are often chosen because they are informal, faster, and more likely to yield a result that addresses the actual problem people are experiencing. Mediation focuses on finding mutually acceptable solutions, through which working relationships are often strengthened.

Who is the Service Provider?

Conflict Resolution Services are provided to Faculty Members, Librarians and Archivists by a team of highly experienced and educated professionals, led by Meaghan Welfare.



Contact Information:

Phone or email Meaghan Welfare
directly at:
613.453.5728
mwelfare@cogeco.ca



Queen's - QUFA Conflict Resolution Services

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What services do we offer?

Mediation: A confidential process in which a trained practitioner helps disputing parties resolve their work related problems or conflicts. It is a non-judgmental and voluntary process that helps parties find mutually satisfactory resolutions to their conflicts.

Conflict Coaching: A confidential process in which a conflict coach assists an individual develop proficiency in addressing and resolving specific conflicts, or preparing for an upcoming difficult discussion.

Group Processes: Members of a working team engage in and resolve conflict situations in a safe, open and confidential forum. The purpose of the process is to identify and discuss issues that are impacting the group and to work towards a resolution that meets the needs of all parties.

Training: Conflict management training provides participants with conflict resolution theory and skills to assist in effectively addressing conflict. Conflict management training is highly interactive and practice-based. Training can be given for general education purposes or as a result of an identified gap in knowledge and/or skills within a group.

How does it Work?

One party to a conflict calls the office and asks for an initial meeting to determine the nature of the conflict and explore possible options for resolving it.

If mediation is desired, the initiating party or the practitioner will contact the other party to invite them to participate in the process.

If both parties agree a mediation process proceeds with the practitioner serving as the facilitator.

All services are:

Voluntary
Confidential
Free

How do I initiate the process?

Phone or email Meaghan Welfare directly at:
613.453.5728
mwelfare@cogeco.ca

Frequently Asked Questions

What topics are appropriate for this service?

- Interpersonal or professional disputes with colleagues
- Issues of respect and cooperation
 - Differing views and opinions
 - Communication breakdowns

What topics are not appropriate for this service?

- Academic Misconduct
- Decisions on tenure and promotion

Is the grievance process still available?

Yes, if you are not satisfied with the mediation process or outcome, your rights-based options remain available, if they are applicable to the conflict.