

Name: _____ Tech ID: _____

Address: _____

Phone #: _____ Cell Phone #: _____

Email: _____ @go.minneapolis.edu

Reason for Mediation: _____

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For more information about ROOT Mediation, please contact:

Office of Student Rights & Responsibilities
T.2300
612-659-6709
tiffany.lor@minneapolis.edu

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For more information, call 612-659-6000.



ROOT Mediation

Resolving Our Own Troubles
and Conflict Resolution Information



ROOT Mediation

The Office of Student Rights and Responsibilities (OSRR) began piloting the mediation program, Resolving Our Own Troubles (ROOT) in fall 2012 for students and employees. The program is VOLUNTARY and allows individuals the opportunity to talk through their concerns with a neutral third party in a confidential setting.

ROOT Mediation may be utilized within the student complaint process, the student conduct process OR in situations where students just need assistance with a conflict and do not wish to file a complaint.

What is Mediation?

Generally, mediation is an opportunity for the people involved in a conflict to attempt to resolve their issue(s) with the help of a neutral third party. MCTC's program uses the Transformative Mediation approach. This approach helps parties figure out what people are doing and why they are doing it. It also creates the greatest likelihood both parties will be genuinely happy with the outcome and the process. It does this by placing as much control as possible into the parties' hands, while providing the kind of support that helps them make the best possible decisions about what to do with their dispute.



Available for Presentations

Our OSSR office is here to help the MCTC community with conflict resolution through mediation; however, we also offer presentations/training on conflict prevention and conflict resolution through GPS or upon request. If you are interested in having us present to your class, a student group or other type of group, please contact us to arrange something.

Causes of Conflict

In both work and school settings, there can be many causes of conflict. Some examples include:

- ▶ Differing communication styles
- ▶ Personality conflicts
- ▶ Cultural differences
- ▶ Differing value systems
- ▶ Differing interests

Tips for Resolving Conflict

- ▶ **Understand your own feelings about conflict.**
This includes recognizing your own triggers.
- ▶ **Practice active listening.**
This means you pay attention to *tone*, *body language* as well as words. Let your body language show you are interested.
- ▶ **Come up with suggestions for solving the problem.**
By using your imagination, you can think of many ways to resolve the conflict.
- ▶ **Neutral place.**
Agree to sit down together in a *neutral place* to discuss the problem.
- ▶ **Settling it.**
Come to the discussion with a *sincere willingness to settle* the problem.
- ▶ **Needs and issues.**
State your needs What results are important to you and define the problem. Talk about issues *without insulting or blaming the other person*. (And more!)

Requesting Mediation

If you would like to request mediation, please complete the request form on the back of this page and submit to K.1300 or obtain an electronic version on the webpage at www.minneapolis.edu/osrr