

Conflict Resolution for SPHSC PhD students

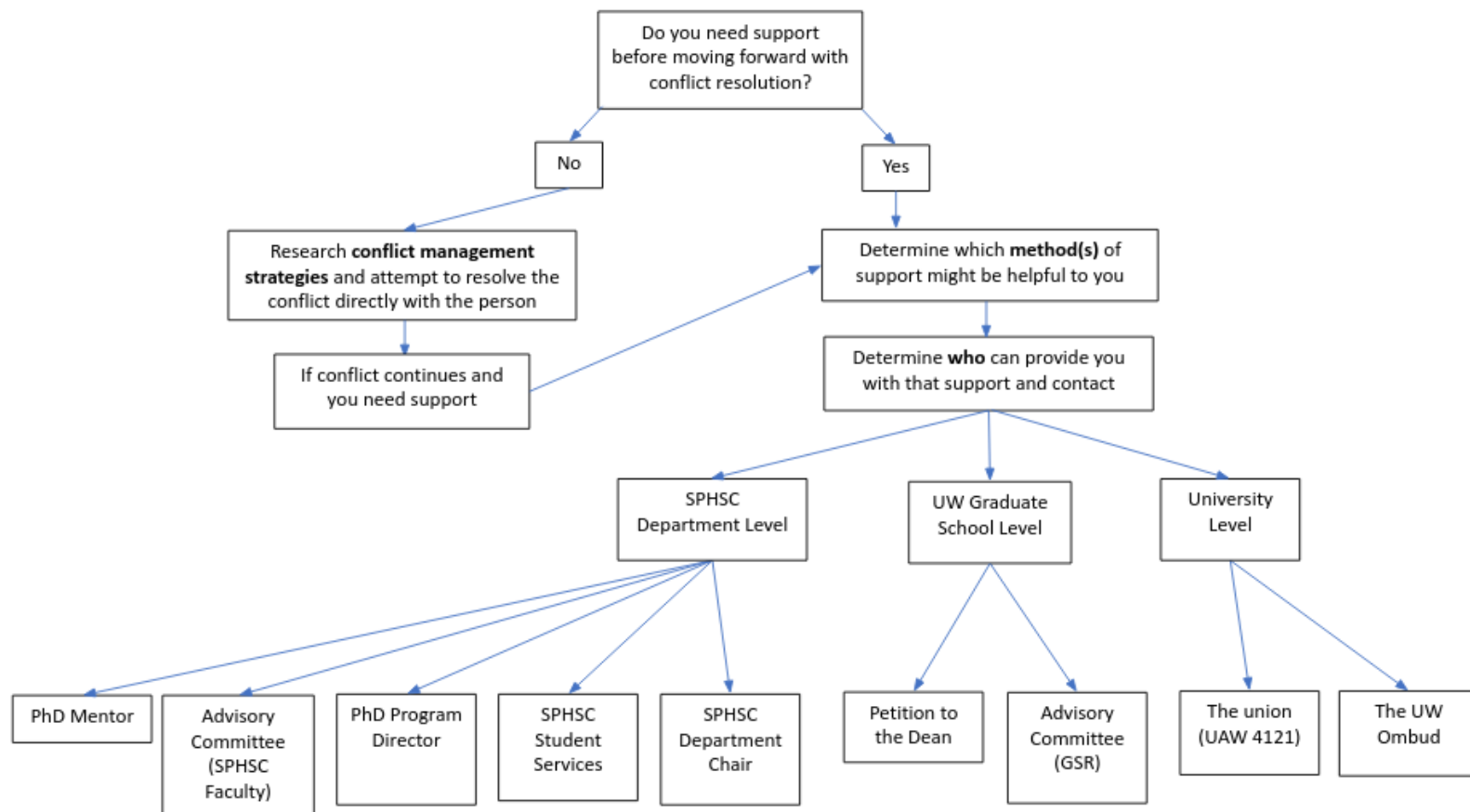
A reference guide by the Doctoral Student Association

As fellow doctoral students, the Doctoral Student Association (DSA) wants to support each other when conflict arises within the department, between you and your mentor, or with your committee. As such, we have curated a list of steps and resources for conflict resolution. If you are experiencing conflict and are not sure which path best solves your needs, please reach out to the DSA Board at sphscdsa@uw.edu. It is our hope that we can help you navigate your options when it comes to conflict resolution.

Steps to Conflict Resolution

1. Educate yourself on the available support systems within the department, The Graduate School, and at the university level (See flow chart).
2. If you are attempting to resolve the conflict yourself, research conflict management strategies
 - a. [UW Graduate School](#)
 - i. [Strategies for Approaching Difficult Conversation](#)
 - ii. [Conflict with Advisor](#)
 - iii. [10 Strategies for “Managing Up”](#)
 - b. [Science:Managing Conflict in the Lab](#)
3. Determine method(s) of support needed
 - a. Counseling from the DSA, student services, and faculty
 - b. Mediated informal/formal meeting with members in the SPHSC community
 - c. Formal meeting with advocates from the union, The Graduate School, and/or UW
4. If you need support, determine who to contact
 - a. Department Level
 - i. [Doctoral Student Association \(DSA\)](#)
 - ii. [SPHSC Student Services](#)
 1. Graduate Program Coordinator (GPC)
 2. Director of Student Services
 - iii. [SPHSC Faculty](#)
 1. Your PhD mentor
 2. PhD Program Director
 3. Department Chair
 - b. [Graduate School Level](#)
 - i. Graduate students may appeal to the Dean of the Graduate School only after engaging with the departmental grievance process. Please note that the Graduate School Dean will ONLY review appeals that are based on procedural uniformity grounds (i.e., inconsistency or irregularity in the department's process or with [Executive Order 58](#)). Please see [Graduate School Policy 3.8](#) for additional details.
 - ii. Your advisory committee
 1. Graduate School Representative (GSR)
 - c. University Level
 - i. [The Office of the Ombud](#)

- ii. [The union \(UAW 4121\)](#)



Resources

Department of Speech & Hearing Sciences

There are many resources available through the department's intranet.

- [The SPHSC PhD Program Guide](#) (sign in with NetID to access the page) is a resource to help students understand what is expected of them during the program, covering expectations in academics, research, and assistantships. The guide does not contain explicit information specific to conflict resolution, yet it contains information pertinent to areas wherein conflict may arise. This resource can help students understand program expectations if mentor expectations do not align.
- The department has a general page for [concerns and grievances](#), detailing many different resources and resolution pathways for the following types of issues:
 - Grades or Academic Evaluation
 - Discriminatory or Harassing Behavior by UW Employees
 - Misconduct or Discriminatory/Harassing Behavior by Other Students
 - Complaints Against the Department's Graduate Programs
- Recently, the SPHSC Social Justice Taskforce added a document detailing the [pathways for reporting bias incidents](#) in our department. In addition to internal procedures, university resources for resolving conflict and bias are also given.

The Graduate School

The UW Graduate School contains educational information broadly defining what is expected of graduate students in their studies. If you receive feedback that you are not meeting expectations, this resource can be utilized to educate yourself about what expectations may be.

Some Graduate School resources include:

- [General graduate student policies](#)
- [Doctoral degree policies](#)
- [Mentoring Guide for Students \("How to Obtain the Mentoring You Need"\)](#)

The Union (UAW 4121)

Even if you are not an official (paid) member of the union, they are a resource available to you as part of your contract with the university. You can read the entire contract to [learn more about your rights](#) as an Academic Student Employee (ASE) [here](#).

Our department should have a [Union Steward](#) who can be your go-to contact if you have further questions. The Steward can help you decide whether or not you could benefit from union involvement, particularly if a grievance needs to be filed against someone who violated the terms of our collective bargaining agreement with the university.

The union also has an active Slack workspace. Please reach out to the department Steward to be invited. The Slack is a great place to ask questions and build community with other PhD students across campus.

The Office of the Ombud

“Welcome to [the Office of the Ombud](#). We serve the entire University of Washington community by providing a collaborative and confidential environment to discuss your situation, consider options, and develop a plan for the future. We are available to meet at any of the three campuses, Harborview, or the UW Medical Center. To make an appointment with the Ombud to find a path forward, please contact us at **206-543-6028** or ombuds@uw.edu.”

Mission

“Our mission is to provide high quality, client-focused services for preventing, managing, and resolving conflict at this university. Through active participation in the problem-solving process, clients develop the ability to prevent, manage, and resolve future conflicts.”

Roles and Responsibilities

“The [responsibilities of the University Ombud](#) are:

- To help individual members of the University community explore and assert their rights and interests within the University; and
- To improve the fairness and effectiveness of the University’s systems and operations”

“We focus on:

- Providing a process for achieving a fair and reasonable outcome
- Facilitating or mediating situations, when appropriate, to help find the best possible solution
- Serving as an additional resource to help clients explore a variety of paths for addressing their complaints or concerns
- Addressing issues in an informal manner
- Directing individuals to the appropriate offices if a formal process is desired”

[Student Resources](#) can be found on their website, too.