

CAPILANO UNIVERSITY

CONFLICT RESOLUTION ADVISOR

Annual Report

August 2009- May 2010

Submitted by: Naya Kee

I. Overview

Beginning January 2010, at the current Advisor's request, the working hours of the Conflict Resolution Advisor position were halved. As a result, the Advisor reduced her on-campus hours and curtailed the hours she had been spending giving presentations on various elements of communication and conflict resolution skills in classes at instructors' invitation.

As the information in this report indicates, there has been a small reduction in the caseload and a marked reduction in education initiatives for students.

II. Education and Prevention

The education mandate of the Advisor is fulfilled each year by responding to requests and developing initiatives to meet identified needs.

Here are the education initiatives carried on this year:

For Employees

Diversity Matters

A two-hour workshop developed for and delivered to a high-pressure student services area in 2008 formed the basis of "Diversity Matters", a web-based seminar for all employees which went up on the University intranet in the Fall of 2009. A flyer, "Diversity Matters Here", featuring the many existing resources and programs related to diversity at Cap was distributed to all employees both to raise awareness of diversity initiatives and promote the new web seminar.

Respectful Learning and Working Environment "World Cafes"

Two 1.5 hour "World Cafes", conceived of and sponsored by the Respectful Learning and Working Environment Committee, were facilitated by the Advisor in October and February. The Advisor and the VP SIS will co-facilitate a workshop/consultation with the CSU Executive on RWLE in late May.

Team building

Facilitated a 2-hour session with a high demand services department to build communication skills and debrief current challenges. Assisted a Dean in creating a team consultation session for her area.

For Students

"How to Drive Yours Instructors Crazy-Not"

This presentation was offered in the Fall term as part of the Student Success Workshops.

College-wide

Bullying, Harasment and Discrimination

The Advisor presented these lunch and learn sessions to the Cap community in both the Fall and Spring terms.

International Education Week Celebration

For the 5th year the Diversity and Equity Committee, which the Advisor has chaired since 2002, organized this event. This year the committee worked with the International Student Business Association (“CBus”) on the interactive activities and displays in the cafeteria.

Harassment Brochures, Posters, Bookmarks

These materials are posted and distributed throughout the campus. The rewritten brochure was printed and distributed this year.

Conflict Resolution and Harassment Website

The Advisor created this site in collaboration with Marketing & Communications. It is enhanced on a continuous basis. See <http://www.capilanou.ca/services/personal/conflict.html>

III. Respectful Learning and Working Environment Initiative

The Respectful Working and Learning Environment Committee met several times this year. Our focus has been on consultation with the University community on the scope and nature of the Initiative for the university, including the potential policy statement.

IV. Consultation/Interventions/Complaints

The Advisor was requested to consult in 33 challenging situations this year.

CONSULTATIONS	Aug 2009- May 2010	
	#	%
Human Rights	3	9.0 %
Personal Harassment	3	9.0 %
Interpersonal Conflict	27	82.0 %

The **Human Rights** category contains all the complaints of harassment under the prohibited grounds of discrimination under human rights law.

The **Personal Harassment** category includes only situations where a person complains of demeaning or threatening words or behaviour that are not related to one of the grounds of discrimination.

Interpersonal Conflict refers to conflict situations that do not have the characteristics of either of the first two categories.

For the purposes of comparison here are the statistics from the past 7 years.

CONSULTATIONS	Aug 2003 – May 2010	
	#	%
Human Rights	66	20.0 %
Personal Harassment	42	13.0 %
Interpersonal Conflict	219	67.0 %

Charts showing details (gender and constituency of complainants and respondents, grounds, outcome, etc) of the consultations that concerned Human Rights and Personal Harassment this year and for the previous 7 years are found at Appendix A.

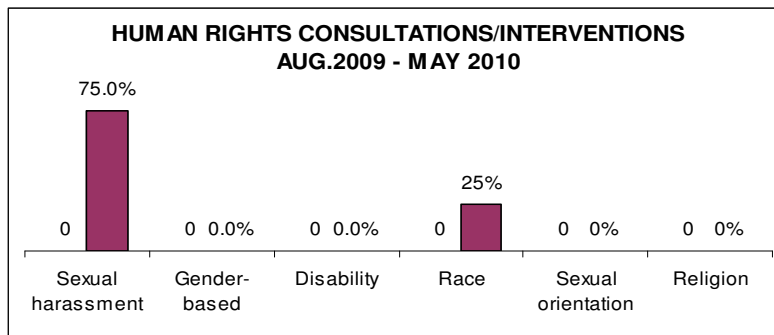
The consultations on interpersonal conflict this year originated from 23 different areas in the College. Examples of responses:

- At a VP and Dean’s request, conducted interviews, made an assessment and gave recommendations concerning several issues arising in a workplace involving both staff and faculty.
- Mediation process between a student and his instructor.
- At the request of a coordinator, met with individual faculty members and staff to further an ongoing resolution process.
- Ongoing periodic consultations with a staff supervisor in a particularly challenging work area.
- Coached numerous students in approaching instructors with their concerns and resolving conflicts with instructors.
- Coached several staff in next steps in handling workplace conflicts and how to best work with their manager.
- Mediation process between a faculty member and coordinator.
- Consultations with Administrators on dealing with stresses and conflicts in their areas of responsibility.

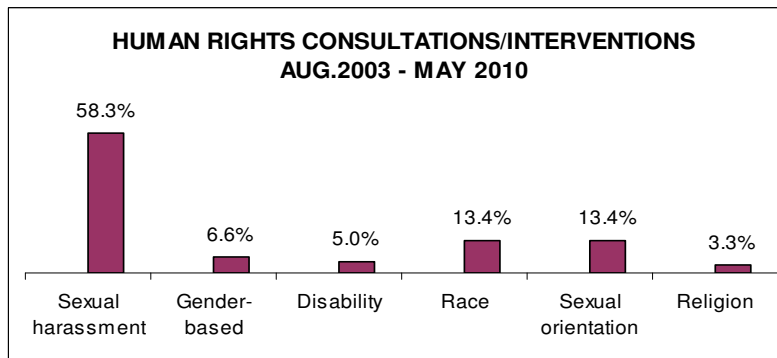
APPENDIX A - CONSULTATIONS

HUMAN RIGHTS CONSULTATIONS/INTERVENTIONS

GROUNDS	Aug 2009 - May 2010	
	#	%
Sexual harassment	3	75.0 %
Gender-based	0	0.0%
Disability	0	0.0 %
Race	1	25.0 %
Sexual orientation	0	0.0 %
Religion	0	0.0 %



GROUNDS	Aug 2003 - May 2010	
	#	%
Sexual harassment	35	58.3 %
Gender-based	4	6.6 %
Disability	3	5.0 %
Race	8	13.4 %
Sexual orientation	8	13.4 %
Religion	2	3.3 %



HUMAN RIGHTS AND PERSONAL HARASSMENT CONSULTATIONS/INTERVENTIONS

COMPLAINANTS' GENDER	Aug 2009 – May 2010		Aug 2003 – May 2010	
	#	%	#	%
Male	6	60.0 %	28	29.5 %
Female	4	40.0 %	67	70.5 %

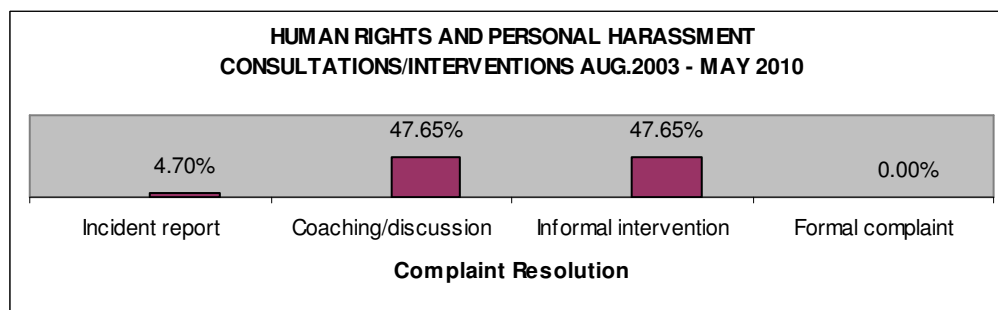
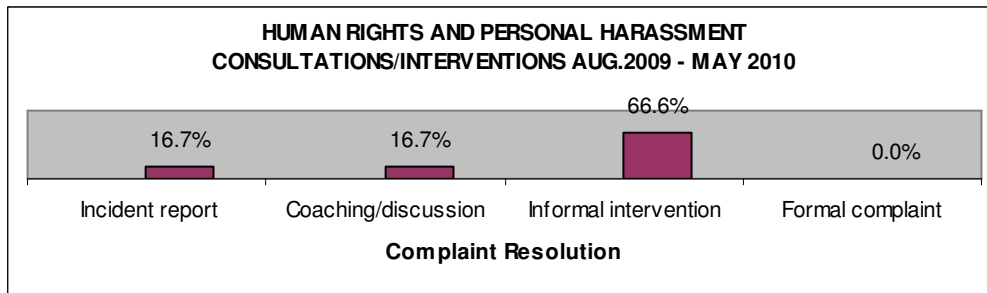
COMPLAINANTS' CONSTITUENCY	Aug 2009 – May 2010		Aug 2003 – May 2010	
	#	%	#	%
Student	6	60.0 %	64	64.4 %
Faculty	1	10.0 %	19	19.3 %
Staff	3	30.0 %	16	16.3 %
Administration	0	0.0 %	0	0.0 %

RESPONDENTS' GENDER	Aug 2009 – May 2010		Aug 2003- May 2010	
	#	%	#	%
Male	5	83.3 %	54	70.0 %
Female	1	16.7 %	23	30.0 %

RESPONDENTS' CONSTITUENCY	Aug 2009- May 2010		Aug 2003- May 2010	
	#	%	#	%
Student	2	33.3 %	35	37.2 %
Faculty	2	33.3 %	29	30.8 %
Staff	2	33.3 %	7	7.4 %
Administration	0	0.0 %	1	1.1 %
Other (e.g., off-campus)	0	0.0 %	22	23.5 %

TYPE OF INTERVENTION	Aug 2009- May 2010		Aug 2003- May 2010	
	#	%	#	%
Incident report	1	16.7 %	4	4.70 %
Coaching/discussion	1	16.7 %	41	47.65 %
Informal intervention	4	66.6 %	41	47.65 %
Formal complaint	0	0.0 %	0	0.0 %

HUMAN RIGHTS AND PERSONAL HARASSMENT CONSULTATIONS/INTERVENTIONS, continued



COMPLAINT RESOLUTION	Aug 2009- May 2010		Aug 2003- May 2010	
	#	%	#	%
Informal procedure	1	25 %	26	66.6 %
Administrative action	2	50 %	10	25.7 %
Withdrawn	0	0 %	0	0.0 %
Other	1	25 %	3	7.7 %

