

**Attachment 3**  
**Mediation Report 09-10**

**Date:** August 23, 2010  
**To:** K-State Faculty Senate Executive Committee  
**From:** Becky J. O'Donnell, Coordinator  
**Subject:** K-State Mediation Program for Faculty/Unclassified  
June 1, 2009 – June 31, 2010

Seven inquiries were received regarding utilizing mediation to resolve a dispute. In the majority of these inquiries, after meeting with the employee, the employee felt that working with an Ombudperson as the first step would be the appropriate option. Several felt assistance from an Ombudperson or Rusty Andrews would be accepted as less "threatening" by the other party. On two occasions, the faculty member choose to postpone further action

One inquiry resulted in mediation request. That request did result in a face-to-face mediation.

I believe the reduced number is due to the increased awareness of the variety of dispute resolution options K-State offers. Additionally, I would credit the valuable work the Ombudpersons and Rusty Andrews, Human Systems Consultant, provide. Resolving issues quickly and at the lowest level result in fewer employees feeling the need to request assistance from the mediation program.

The numbers of mediation requests have been minimal the past two years. However, requests received proved to be extremely difficult cases, requiring a great deal of time meeting with the parties; discussion on the phone; coordinating the actual face-to-face mediation and following-up post mediation.

Employees initially contacting me report that they were referred from a variety of sources: Department Head, Dean, Ombudperson, former Ombudperson, searching the K-State web site and from a friend or colleague

Nature of issues included:

- Climate of atmosphere within their Department/College
- Conflict between faculty members
- Conflict between tenured and non-tenured faculty members
- Preferential treatment
- Communication / gossip / triangulation
- Professional behavior
- Rapport & trust issues
- General inquiry of options for assistance or grievance procedure
- Work/duty assignments