

### Attachment 3

**Date:** August 9, 2012  
**To:** Faculty Senate  
**From:** Ernie Perez, Mediation Coordinator  
**Subject:** K-State Mediation Program for Faculty/Unclassified staff  
December 25, 2011 – July 31, 2012

During the December 25, 2011 – July 31, 2012 reporting period five inquiries were received regarding utilizing mediation to resolve a dispute. After visiting with the employee(s), one of the five agreed that working with an Ombudsperson as the first step would be the appropriate option, two of the five indicated they were gathering information regarding options.

Two employees requested mediation. Resolution summary of those two cases are as follows:  
(1) Direct supervisor declined to participate  
(2) Mediation successful

Of the five inquires most have proven to be unique cases; requiring a great deal of time meeting with the parties, discussing on the phone, finding an appropriate mediator, coordinating the actual face-to-face mediation and following-up post mediation.

Questions regarding Mediation Services have come from Ombudspersons, supervisors, Office of Academic Personnel, and the Human Systems Consultant.

Nature of issues included:

- Lack of effective communication
- Climate of atmosphere within the work unit
- Conflict between faculty members
- Professional behavior (including email exchange/tone/attitude)
- Rapport & trust issues
- General inquiry of options for assistance or grievance procedure

Encouraging employees to consider mediation early in the dispute resolution cycle may help with the complexity of the issues.

It has been my pleasure serving as the mediation coordinator and will continue to work diligently to assist faculty and unclassified staff at Kansas State University in the dispute resolution process.