

Conflict Management

UCR promotes a positive approach to resolving problems in the workplace through both informal and formal conflict management. Consultative services are offered to managers, supervisors and non-represented employees on a variety of issues that impact the workplace. When individuals work together, they may have different goals and work styles. Because of this, conflict can result. If the conflict is handled effectively, a potential destructive force can be turned into an opportunity for creativity and greater productivity.

Examples of situations that can cause conflict

- Misunderstandings or lack of information
- Changes in the workplace
- Actions taken by a supervisor
- Evaluation of work performance
- Personal situations that affect work performance

Informal Conflict Management

Informal conflict management can be initiated at an early stage, in an open manner, by the supervisor or employee or can be facilitated by Employee and Labor Relations.

Formal Conflict Management

If a conflict cannot be resolved informally, or if an employee chooses not to resolve it informally, the employee can initiate a formal conflict management process by filing a complaint or grievance. Steps in formal conflict management may include a fact-finding investigation and a hearing or arbitration – facilitated by Employee and Labor Relations.

Conflict Management Resources

- [Helpful Guidelines](#) will assist you in managing conflict in the workplace.
- [Employee and Labor Relations Unit Assignments](#)
- [UC Whistleblower](#)
- [Title IX / Sexual Harassment Office](#)
- [Office of the Ombudsman](#)