

The Problem Solving Policy Proposal

Mission: To develop a problem-solving process for employees of Columbus State Community College that will promote and facilitate collaborative resolution of workplace disputes.



Problem Solving Process

Coach/Facilitators:

Tywan Banks – Medical Laboratory Technology, ext. 5152
Elizabeth Betzel – Mathematics, ext. 5329
Harriet Casey – Early Childhood Development, ext. 3650
Lora Eberhard – Transitional Workforce, CEWD, ext. 5316
Vickie Hunter – Institutional Advancement, ext. 2412
Terrence Kennedy – DX Bookstore, ext. 5520
Tracey Little – Social & Behavioral Sciences, ext. 5739
Tiffany McClain – Disability Services, ext. 2571
Yvonne Watson – Off Campus Programs, ext. 3939
Jim Wyant – Business Services, ext. 3419

Problem Solving Process Hotline: 287-5556

Problem Solving Process Web site: www.csc.edu/facultystaff and select "Problem Solving Process."

Other Resources:

For discrimination, harassment, or sexual harassment, contact EEO Program Coordinator, April Alexander at 287-2636.

For personal counseling, call the Columbus State Employee Assistance Program, Matrix: (614) 475-9500

For Collective Bargaining issues, contact your Union Representative

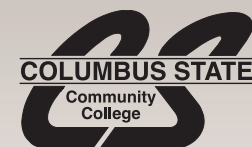


Problems?



Let's talk solutions!

Columbus State Community College
Problem Solving Process



Pilot Program-2008-09

The Problem Solving Policy Proposal

Eligibility: All Columbus State Community College employees are eligible to participate.

Problems that could be resolved using this process:

Office and working environment problems

- Employee disagreements about temperature settings in the office
- Problems about shared office space use

Employee-to-employee relationships

- Employee disagreements over noises, fragrances, or behaviors that are bothersome to others
- Personality differences that create problems between employees

Employee-to-supervisor relationships

- Problems with the fair division of shared employee job duties
- Misunderstandings about job expectations
- Communication issues

Problems that would not be resolved using this process:

- Any problem covered by a Collective Bargaining Agreement
- Any type of discrimination, harassment or sexual harassment covered by EEO law and college policy.
- Formal disciplinary action
- Performance appraisal issues
- Personnel action issues
- Changing or amending a Columbus State policy or procedure

Starting the Problem Solving Process:

Employees may learn more or begin the process by:

- Calling a coach/facilitator directly
- Calling the Problem Solving Process Hotline at 287-5556
- Visiting the Web page at www.csccl.edu and selecting "Problem Solving Process" on the Faculty/Staff page.

Steps in the Process:

- **First Conversation:** Employees are encouraged to talk with the other person involved, before continuing with the problem solving process.
- **Step One-Coaching:** The employee selects and meets with any trained CSCC coach (employee) one-on-one. The Coach will help him/her explore possible alternative solutions to the problem.

- **Step Two-Facilitation:** If problem is not resolved, employees meet together with a trained CSCC Facilitator, who will help them to work out a resolution.
- **Step Three-Mediation:** If problem is not resolved, a third-party mediator who is not a CSCC employee will meet on campus with the employees involved to help them work out a resolution. Mediation requires a \$50 fee.

The Benefits of the Problem Solving Policy

- Participation is voluntary
- Intake Coordinator provides a central contact
- Process encourages employees to talk through their problems
- Promotes collaborative resolution of problems
- Creates workplace trust and builds relationships
- Provides varying degrees of assistance to meet individual needs
- The process can be continuously improved
- Coaches, facilitators and mediators provide confidentiality

