Where do faculty and staff at UMSN go for support and information on how to address potentially difficult situations that involve colleagues or students?

First, we encourage you to communicate through difficult situations whenever possible directly with colleagues. For guidance, please follow the steps referenced on page 2. Steps include trusting your gut, de-personalizing, being positive, planning for the solution, and checking-in. If your first direct attempt at resolution was unsuccessful, reflect on what you might have done differently to improve the outcome and move forward your second attempt.

Second, if your direct communication efforts were unsuccessful we encourage you to schedule a consultation with the following UMSN resources for feedback or to explore additional pathways and resources for direct resolution. Each office varies in role and procedures and we encourage you to contact the office that is most appropriate based on the information described below. If you are still unclear about the best pathway for you feel free to reach out to any office for a referral.

- **Dr. Milisa Manojlovich**
  - UMSN Faculty Ombudserson
  - mmanojlo@umich.edu / 936-3055
  - The Faculty Ombudserson is a confidential resource for faculty questions and concerns regarding how to address potentially difficult situations.

- **Student Advisors**
  - UG: UMSN-UndergradAdvisors@med.umich.edu
  - Graduate: UMSN-GradAdvisors@med.umich.edu
  - The UG and Graduate academic advisors can assist students and faculty with academic policy and issues.

- **Dr. Kelly Shakoor**
  - UG Resolutions Officer
  - ksusewit@med.umich.edu / 763-5360
  - The Resolutions Officers provides mediated discussion to help students resolve conflict.

- **Dr. Kathryn Nelson**
  - Graduate Resolutions Officer
  - kathrynn@umich.edu / 763-4202
  - The Faculty Ombudserson is a confidential resource for faculty questions and concerns regarding how to address potentially difficult situations.

- **Jacqueline Bowman**
  - UM Staff Ombudserson
  - jacquieb@umich.edu / 936-0600
  - The Staff Ombudserson offers confidential information, referrals, and answers for sensitive questions to support staff members to resolve concerns. This is a new University initiative.

- **UMSN Human Resources**
  - lristau@umich.edu / 936-3285
  - The Human Resources office provides information and assistance to faculty and staff regarding all aspects of employment and acts on behalf of faculty and staff towards resolution.

- **UMSN Office of Financial Aid**
  - umsn-scholarships@med.umich.edu / 764-6690
  - The Office of Financial Aid offers counsel and support for questions on how to maximize student funding and navigate financial challenges.

- **1-800-SON-Talk**
  - This is a hotline for students, faculty, and staff to report concerns related to diversity, equity, and inclusion; all matters will be handled with care and consideration for privacy requests to the extent possible.

Please note: There are important exceptions to confidentiality that apply to all offices. Exceptions will be reported and in accordance with campus policies and applicable laws. For further clarification about confidentiality, do ask up front.

- **DEI Suggestion Boxes**
  - Suggestion boxes are available in 400 NIB and 426 NIB for anonymous comments, concerns, and ideas related to diversity, equity, and inclusion. Submissions are reviewed by the Chief Diversity Officer.

- **Culture Champions**
  - nursing.umich.edu/culture-champions
  - The UMSN Culture Champions are a group of faculty and staff who work to promote positive culture through activities held throughout the year.

- **Created by TukTuk Design**

**JULY 2022**
<table>
<thead>
<tr>
<th><strong>Civility, communication and culture</strong></th>
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<tbody>
<tr>
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</tr>
<tr>
<td><strong>De-personalize</strong></td>
</tr>
<tr>
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<tr>
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<tr>
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“Crucial Conversations: Tools for Talking When Stakes are High,” 2012, Patterson, Grenny, McMillan, Switzler

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Faculty Affairs and Faculty Development