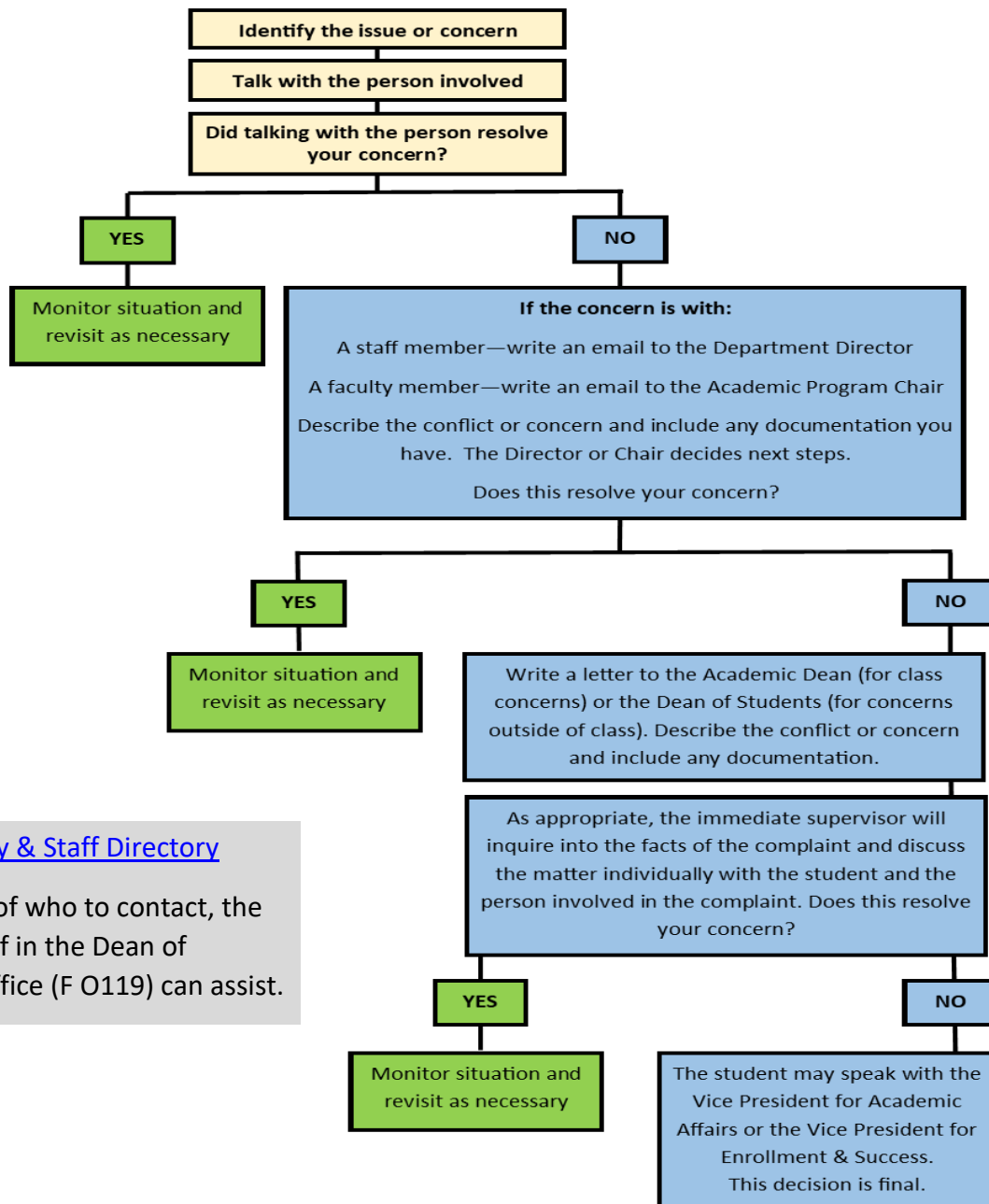


## COMPLAINT AND CONFLICT PROCEDURES

Constructive controversy promotes increased learning in a collaborative culture. It encourages better problem solving, creativity, and involvement because it influences individuals to view problems and issues from different perspectives and to rethink their response. Students are encouraged to

- make every attempt to first resolve conflicts with the person(s) involved
- value different viewpoints and remain open to be influenced by new ideas and information
- focus the controversy on ideas and determining the best direction or decision
- reflect on one's actions, thoughts and the reaction of others
- communicate information accurately and clarify miscommunication
- recognize and communicate feelings as they relate to the issues being discussed



### [Faculty & Staff Directory](#)

If unsure of who to contact, the staff in the Dean of Students Office (F O119) can assist.