

## Who can use Roadmap to Resolution?

Teachers and educational support professionals (ESPs) who are Education Minnesota members can benefit from this program.

## What types of conflicts should be addressed through Roadmap to Resolution?

Roadmap to Resolution is designed to assist members in resolving member-to-member workplace conflicts they may encounter in the course of their duty day.

## What types of conflicts should NOT be addressed through Roadmap to Resolution?

- Concerns that can be properly addressed through a union grievance procedure
- Disputes between union members and administrators
- Any type of harassment or discrimination complaint
- Criminal behavior

Contact your field staff for information on handling the above types of conflicts.

## Where can I find more information about Roadmap to Resolution?

Contact your field staff or visit [www.educationminnesota.org](http://www.educationminnesota.org).

## Roadmap to Resolution

*Conflict is natural and provides individuals with an opportunity to grow, change and learn.*

*This program is designed to assist you in improving your professional life.*

An organization of 70,000 educators doing what it takes to help students succeed.



**EDUCATION MINNESOTA**

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Education Minnesota is an affiliate of the American Federation of Teachers, the National Education Association and AFL-CIO.

# Roadmap to Resolution:

## Education Minnesota's Program to Address Member-to-Member Conflicts

### What is Roadmap to Resolution?

Roadmap to Resolution is a conflict-resolution program tailored to meet the needs of teachers and educational support professionals (ESPs) in Minnesota.

### How does Roadmap to Resolution work?

The program involves three phases:

- **Phase One** helps the parties identify the conflict. Members are encouraged to address workplace disputes on their own and are provided guidance and a framework to deal with the conflict.
- **Phase Two** can be used if the parties are unable to resolve the conflict themselves. A trained Conflict Facilitator meets with members to assist them in exploring possible resolutions of the conflict.
- **Phase Three** involves the use of an external mediator to formally mediate the conflict.

### Will every conflict utilize all three phases?

No. Roadmap to Resolution is designed to resolve the majority of conflicts through Phase One. Phases Two and Three are designed to address particularly difficult situations that require the intervention of professionals. Phase Three is only available if approved by Education Minnesota.

## Conflict Arises

### Phase One

One or both parties contact their field staff or visit [www.educationminnesota.org](http://www.educationminnesota.org) to access the **Self-Resolution** guidelines.

Parties resolve the conflict themselves.

### Phase Two

Parties are unable to resolve the conflict themselves and contact their Education Minnesota field staff to arrange a meeting with a **Conflict Facilitator**.

Parties resolve the conflict with the help of the Conflict Facilitator.

### Phase Three

Parties are unable to resolve the conflict with the assistance of the Conflict Facilitator. Education Minnesota approves the use of mediation with an **External Mediator**.

Parties resolve the conflict through mediation.