

Conflict Management Resources

Unit	Services Offered	How Accessed	Director
Human Resources Organization & Staff Development Unit	Provide and coordinate institution wide professional development education in an array of topics including conflict management. Conducts management or individual coaching for those who request services. The unit will also make referrals to other departments as necessary.	Call or e-mail a member of the Organization & Staff Development Unit: Education and Staff Development Specialists Alexis Crean , 860-679-4946 Marisol Cruz St. Juste , 860-679-2734 Roselyn Wright , 860-679-3419 Website: employ.uchc.edu/osd	Cynthia Couture Molin , 860-679-2035 Director, Organization & Staff Development
Human Resources Labor Relations	Administration of collective bargaining at the Health Center, including interpretation of contract provisions, grievance handling, negotiations, labor-management meetings, investigations, discipline and training in related areas. Also, available to assist managers and supervisors with handling grievances or contract interpretation. In addition, this unit can assist with employee related situations such as attendance and tardiness, poor performance, substance abuse issues or other issues.	Call or e-mail a member of the Labor Relations staff: Principal Labor Relations Specialist Sylvia Flickinger , 860-679-3864 Labor Relations Specialists Lakeesha Brown , 860-679-2917 Tashunda Monroe , 860-679-8171 Kristen Pepin , 860-679-2831 Administrative Support Shaela Ryng , 860-679-8067 Carrie Proctor , 860-679-4375 Website: employ.uchc.edu/labor_relations	Christine Cieplinski , 860-679-1433 Director, Labor Relations
Employee Assistance Program - EAP	Confidential assessment, brief counseling, and referral service available to all employees and their family members. It is designed to assist in the identification and resolution of any personal problem that may be affecting you, your family, or your job. Unit also conducts counseling on occupational dissatisfaction, informational workshops on communication skills, conflict resolution, developing active listening skills, managing change, stress management, and workplace violence prevention.	Employee or family member may contact the EAP by telephone at 860-679-2877 or 800-852-4392 or at uchc_eap@uchc.edu Elizabeth Robinson , LMFT, CEAP, 860-679-2877 Fax: 860-679-0130 Website: doem.uchc.edu/clinical_services/eap	Elizabeth Robinson , LMFT, CEAP, 860-679-2877 Director, Employee Assistance Program
Office of Diversity & Equity	This unit conducts discrimination complaint investigations and reasonable accommodation investigations. It is also responsible for Affirmative action planning and production for both Federal and State plans and strategic planning in diversity.	Call 860-679-3563 or email diversity@uchc.edu Website: diversity.uchc.edu/	Al Lizana , 860-679-2097 Associate Vice President, Office of Diversity and Equity; Title IX Coordinator; ADA Coordinator