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The facilitation process is a mutual endeavor. The mere fact that parties are willing to mediate in most circumstances means that they are willing to "move" their position. Since both parties are willing to work toward resolving their issues, they are more likely to work with one another than against one another. Therefore the parties are amenable to understanding each other's side and work on the underlying issues to solve the dispute.

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“In the middle of every difficulty lies opportunity.” Albert Einstein



## PEER FACILITATION CADRE

Services provided by  
CSEA

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## What We Do

The purpose of PFC is to identify the core issues, find common ground between disputing employees, and work for a solution that will resolve these issues. The PFC's process aims to solve these problems at the lowest level, keeping any power concerns out of the equation. Since these types of conversations involve some risk and emotional vulnerability, we commit and expect that the process is impartial and confidential. What one says to the facilitator is confidential within legal bounds and the facilitator's role is not to judge or assign culpability. However, the facilitator's role is to understand the issues and bring the parties together. Sometimes this means talking plainly about behavior so that parties have accountability. This addresses the consequences of decisions so that parties can move forward most effectively. Participants might fear that these candid conversations and potential agreements are the result of the facilitator playing favorites or missing the issue. While these fears are real despite the intention of the facilitator to allay them, the desire to resolve the issue often means both sides share a commitment to act differently as they move forward.

## Unique Characteristics

CSEA's group of peer facilitators have all dedicated significant time to train, practice and resolve issues that are specifically employee to employee related. We aim to help people so that their job performance is not impacted and so that administration does not have to have detailed knowledge of issues that may affect other roles.

CSEA will not, as a matter of our organizational responsibility, "take sides" in a conflict between employees. This process aims to solve problems, where each participant's rights are protected. We will not incorporate the UniServ Director (as the primary advocate for our members) in any discussion about issues. In the event of a successful resolution, the agreement is provided to CSEA.

CSEA's facilitation is voluntary and agreements of all parties occur before any facilitation.

CSEA's facilitator focuses on how people can move forward rather than rehash past events. CSEA's facilitators listen for and reflect on past issues and behavior while focusing attention on the solutions for future interactions.

A facilitator controls the process but does not overtly try to influence the participants or the actual outcome.



## Why choose facilitation?

Facilitation offers a confidential process. When an employer has problems with employees there are any number of actions that the employer can take to resolve the problem. The employer could punish the employee by changing job responsibilities, demanding an employee change behavior, placing the employee on a corrective action plan or ultimately firing the employee for failure to do the job or insubordination. In public education, the consequences to evaluation are substantial, especially if the principal or supervisor is so frustrated with the employees that the supervisor simply begins noticing or nitpicking the employee for every mistake.

Facilitation offers multiple and flexible possibilities for resolving a dispute and for the control the parties have over the resolution. In facilitation, the parties have control over the resolution, and the resolution can be unique to the dispute. Because the result is collaboratively developed, compliance with the agreement is usually high.

## The people in the room

**Disputing Parties** – These are the people who find themselves in a situation that is uncomfortable, difficult and impacting their workplace (and may spill into their private life). Given the emotional investment and perspectives of each party, it is often difficult to resolve the dispute without assistance.

**Facilitator** - The facilitator is a neutral third party. Our PFC facilitators are trained in conflict resolution, to work through difficult situations, and are knowledgeable in the realm of education.

**Others** – At times, participants may be invited to bring supporters and/or the facilitator may bring impartial community members. The community members' role is to provide information about how the larger community may be affected by what has occurred.

Contact Us

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