

# RESOLVING CONFLICT WITHIN THE MENTORING RELATIONSHIP

If you are comfortable and confident in doing so, the first step in resolving conflict within your mentoring relationship would be to speak with your mentee or mentor directly, but diplomatically. Refer to [Practicing Giving and Receiving Feedback for Mentors](#) and [Practicing Giving and Receiving Feedback for Mentees](#) for best practices on opening up an evaluation-based conversation.

If you are part of a formal mentoring experience, then the next level of support would be to contact the individual or department who oversees that program and express your needs/concerns. Another source of assistance would be to go to other mentors or advisors in your life to ask if they have any insight into your mentoring relationship and the issue you are having.

If you require further external support to resolve the issue, please refer to the resources below. This nonexhaustive list is meant to help you navigate next steps. Remember, you always have the option to terminate the mentoring relationship if it is not serving your best interests; see [Closing the Mentoring Relationship for Mentors](#) or [Closing the Mentoring Relationship for Mentees](#) for more details. The University of Iowa's nondiscrimination statement are below for your reference.

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## Nondiscrimination Statement

As an institution, the University of Iowa is committed to creating a respectful and inclusive community for all people irrespective of their gender, sexual, racial, ethnic, religious, or other identities. The University of Iowa prohibits discrimination and harassment against individuals on the basis of race, class, gender, sexual orientation, national origin, and other identity categories set forth in the University's Human Rights policy. For more information on nondiscrimination at the University of Iowa, please contact the [Office of Equal Opportunity and Diversity](#).

## Sexual Harassment Statement

Sexual harassment subverts the mission of the University and threatens the wellbeing of students, faculty, staff, and community members. All members of the UI community must uphold the UI mission and contribute to a safe environment that enhances scholarship and professionalism. It is encouraged that you report any incidents of sexual harassment immediately, although the choice is always up to you. For assistance on formal reporting, please contact the [Office of the Sexual Misconduct Response Coordinator](#).

## Confidential Resources

The resources listed here are confidential, which means that you will be able to talk to someone about your experience and it won't be filed in a formal report. Your concerns as a visitor will not be discussed with anyone without your permission; the only exceptions to this rule are when there is a risk of physical harm to someone or if they are ordered by a court to disclose information.

### Office of the Ombudsperson

The Office of the Ombudsperson is a resource for any member of the university community with a problem or concern. They provide neutral, independent, and informal conflict resolution, mediation services, and advocacy for fair treatment and fair process.

**Phone:** 319-335-3608

**Email:** [ombudsperson@uiowa.edu](mailto:ombudsperson@uiowa.edu)

**Website:** [ombudsperson.org.uiowa.edu](http://ombudsperson.org.uiowa.edu)

### University Counseling Services (UCS)

UCS offers a variety of counseling services including individual, group, couple, and relationship counseling. They also offer referral services and psychological consultation regarding mental health concerns one may have about a University of Iowa student or situation. With the exception of testing, all services are provided free of charge.

**Phone:** 319-335-7294

**Website:** [counseling.uiowa.edu](http://counseling.uiowa.edu)

### Rape Victim Advocacy Program (RVAP)

RVAP provides services such as in-person advocates, counseling, and information/referrals to people who have experienced sexual harassment or other similar offenses. RVAP staff advocates are certified sexual assault counselors; they provide free and confidential services.

**RVAP Crisis Line:** 319-335-6000 or 800-228-1625

**Iowa Sexual Abuse Hotline:** 800-284-7821

**Email:** [rvap@uiowa.edu](mailto:rvap@uiowa.edu)

**Website:** [rvap.uiowa.edu](http://rvap.uiowa.edu)

### Employee Assistance Program (EAP)

EAP provides integrated services to faculty, staff, and their family members to promote well-being. The program offers confidential, short-term counseling, consultations, and information and referral to community resources.

**Phone:** 319-335-2085

**Email:** [eaphelp@uiowa.edu](mailto:eaphelp@uiowa.edu)

**Website:** [hr.uiowa.edu/employee-well-being/employee-assistance-program](http://hr.uiowa.edu/employee-well-being/employee-assistance-program)

## Non-Confidential Resources

The resources listed here are non-confidential, which means that if you speak to someone about your experience a formal report will be filed and an action of some kind will occur at the institutional level.

### Campus Inclusion Team (CIT)

The Campus Inclusion Team (CIT) provides support and resources to individuals with a concern about diversity, equity, and inclusion. This may include concerns about actions perceived as discriminatory against aspects of identity such as race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, and associational preferences. Oversight of the CIT is provided by members of the Office of the Dean of Students.

**Website:** [inclusionteam.uiowa.edu](http://inclusionteam.uiowa.edu)

### Office of the Sexual Misconduct Response Coordinator (OSMRC)

The UI OSMRC serves as the contact point for individuals to report sexual harassment and sexual misconduct, including dating/domestic violence and stalking, in compliance with Title IX.

#### Sexual Misconduct Response Coordinator:

**Phone:** 319-335-6200

**Email:** [osmrc@uiowa.edu](mailto:osmrc@uiowa.edu)

**Website:** [osmrc.uiowa.edu](http://osmrc.uiowa.edu)

### Office of the Dean of Students

The Office of the Dean of Students can assist you with situations where violations of the Code of Student Life have occurred.

**Phone:** 319-335-1162

**Email:** [dos@uiowa.edu](mailto:dos@uiowa.edu)

**Website:** [dos.uiowa.edu](http://dos.uiowa.edu)

→ [MENTOR.UIOWA.EDU](http://MENTOR.UIOWA.EDU)