

Institute for Social Research
Best Practice Process for Resolving Staff Concerns
Guidance from Center Administrators
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Ideally, the staff member and supervisory staff should be working together to create an environment that will provide for productivity as well as staff satisfaction. This is a priority of the leadership team in each of the Centers. However, conflict in the workplace is inevitable: Opposite personalities clash, stress is prevalent, perceptions of situations vary, and viewpoints differ—all of which contribute to tension and disagreement. Knowing how to manage these situations effectively by both parties is key to keeping productivity, trust and morale high. It is best to work through these issues with the management team before escalation.

While it's HR's responsibility to share and train managers on effective conflict-resolution strategies, it's not their responsibility to resolve all workplace issues. HR must get involved in supervisor-staff conflicts when behavior violates the company's policy on workplace conduct.

In general, staff should follow the below process for handling workplace concerns:

- Bring concerns to your supervisor for a better understanding of the situation by both parties. If resolution cannot be found, then move to the next levels of supervision.
- If a concern is not resolved at the supervisor level, then bring the concern to the next level of supervision.
- If the concern is still not resolved, speak with your Center Administrator. The ISR intranet provides contact information for Center Administrators.
- If issues remain, talk with ISR's Human Resources team who can provide further advice and guidance.

The official grievance process for the University of Michigan is detailed in [U-M SPG 201.08](#). Additional resources are located on every floor by the elevators within ISR-Thompson and ISR-Perry.