

### *Expectations*

I expected Dr. Gerhardt's presentation to provide information on the process of conflict resolution in academia, particularly at the University of Florida. My expectations were met, and a bit more information was learned, as well. (add a little more than this)

### *Seminar Content*

Content was relevant and useful. (why was it relevant and in what ways was it "useful"?). Although I was previously familiar with the Ombudsman's office, I learned in much more detail the roles, responsibilities, and extent of power connected with the title.

Conflict resolution is actually a complex and often complicated issue. Dr. Gerhardt presented a synopsis of the process and did a good job at highlighting the important roles that communication plays in successful attempts at resolution. I was especially pleased that he noted the importance of understanding the other party's interests before attempting to have one's own interests understood. In essence, this brings forth the essential "listening" component of effective communication.

Interesting statistics regarding drop out rate of graduate students were also presented which may help some students who are teetering on the edge of continuation.

This presentation is helpful to graduate students who may, at some point in their programs, experience conflict.

### *Questions/Points of Discussion*

- To whom does the Ombudsman refer if s/he needs advice on an issue of conflict?
- Emotions can escalate a conflict unnecessarily. It is therefore necessary for all parties to agree to focus solely on the issue and keep personal feelings (i.e. about the other parties' personalities, etc.) away from the mediation table.

### *Related Topics*

- Preventing conflict through effective communication
- Improving personal communication skills, especially listening, can minimize conflict and improve relationships.
- Personality, communication and learning styles affect interpersonal communication.