INFORMAL RESOLUTION AT THE UNIVERSITY OF CHICAGO

FACILITATOR TRAINING
MARCH 11, 2021
OBJECTIVES

- Understand shuttle diplomacy framework
- Identify potential challenges to shuttle diplomacy framework in informal resolution practice
- Practice opening statement and answering questions regarding process
Informal Resolution as a form of shuttle diplomacy: finding options grounded in parties’ needs and interests

Opening Statement: discussion & practice
Informal Resolution

is a fair, empowering, and trauma-informed process through which parties engage with an impartial informal resolution facilitator to discuss remedies with the goal of resolving a formal complaint of Title IX Sexual Harassment under the Policy on Title IX Sexual Harassment or matters under the Policy on Harassment, Discrimination, and Sexual Misconduct.
INFORMAL RESOLUTION PROCESS: NUTS & BOLTS

Preparation.

1. Request (following Formal Complaint).
2. Title IX Coordinator Review.
3. Notification & Conflict of Interest Review.
4. Initial Outreach.
5. Initial Process Meeting

   Parties Consent to Informal Resolution: Agreement to Participate.

Process.

6. Written Request for Remedies.
7. Remedies Meeting(s).
8. Agreement.

   Parties (and Title IX Coordinator) Sign Informal Resolution Agreement.
SHUTTLE DIPLOMACY

“It is difficult for a person in conflict to fully comprehend another party’s story until they feel their own story is fully understood.”

(Meyer-Schrage 2020)

- **History.** Term “shuttle diplomacy” (or shuttle negotiation) originated in 1970s, negotiations for peace in the Middle East.

- **Informal Resolution at U. Chicago.** Remedies-based engagement with parties.
  - What do you envision parties sharing at these meetings?
  - What opportunities and/or challenges might this present?
1. Work with each party to identify their needs and interests.
   - Focus parties needs & interests over their positions.
   - There may be many ways to satisfy a party’s need or interest; while there is usually only one way to satisfy a position.

   **Facilitator tools, some examples:**
   - Ask ”Why”? (and “Why Not”?)
   - Active listening.
   - Summarizing.
   - Neutralizing Language.
What are other facilitator tools to identify needs and interests?

What are limitations to these approaches that we discussed?

What else might be missing here?
2. **Work with parties to identify options that may be mutually agreeable.**
   - There may be more than one way to satisfy party’s needs.
   - Successful options include the other party’s needs.
   - **Facilitator tools, some examples:**
     - Break down issues into manageable components.
     - Separate deciding from brainstorming.
     - Encourage parties to focus on future, rather than assignment of responsibility for past conduct.
     - Identify shared interests.
     - Reality testing.
What are other facilitator tools to identify options?

What are limitations to these approaches that we discussed?

What else might be missing here?
What are key components to include in opening statement?

What questions do you anticipate that parties might have?

- Written complaint requirement
- Information sharing
- Confidentiality
- Harm to broader campus community
- Safety concerns

What questions do you still have?
OPENING STATEMENT IN PRACTICE