



## 6. Who is eligible for these services

Every employee of NOCCCD is eligible to participate in the District's Mediation Program. The program is voluntary for all parties involved, including the employee who initiates the mediation request and the employee who accepts it. Employee classification types include – Classified Professionals, Classified 'Confidential, Faculty (including Adjuncts), Management, Temporary Employees (Student Employees, Special Projects Administrators, Professional Experts, Peer Educators, Adult Hourly, etc.).

## 7. What the Mediation Program does not cover the following:

- Resolution involving student academic issues..
- The Mediation program does not replace or interfere with any provisions in a representative unit member's contract or collective bargaining agreement.
- Issues related protected classes and/or protected characteristics
- Grade or employment grievances
- Issues related to Title IX or sexual harassment
- The program does not replace or remove an employee's right to AP 3410 (formal complaint).

## 8. How to get started with Mediation

We encourage any and all employees to reach out to Yasmine Andrawis, District Director, the Office of Equal Employment Opportunity (EEO) and Compliance at [yandrawis@nocccd.edu](mailto:yandrawis@nocccd.edu) or [mediation@nocccd.edu](mailto:mediation@nocccd.edu) for any questions or inquiries. You are also welcome to reach out to Flavio Medina-Martin at [fmedina@nocccd.edu](mailto:fmedina@nocccd.edu) as an additional resource.



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# Mediation Ambassadors PROGRAM



The North Orange County Community College District's (NOCCCD's) Mediation Program for employees aims to resolve conflicts early, fostering a healthy organizational culture built on trust and respect. We encourage all employees to raise issues and concerns with confidence, knowing they will be handled respectfully through direct communication and collaboration. At NOCCCD, we are committed to inclusive, productive engagement where all voices are heard.

### **1. What is Mediation**

Mediation is a process of employee engagement and discussion in which an acceptable neutral person or persons, with no decision-making authority or power to impose a resolution, intervenes in the conflict or dispute at the request of the participants, with the goal of supporting them in reaching an agreement. The process of mediation helps employees reach a mutually acceptable agreement and resolution to their current workplace situation and/or workplace dynamic.

### **2. Mission Statement**

The NOCCCD Mediation Program is dedicated to fostering a positive and inclusive work environment by providing accessible and confidential mediation services. We are committed to resolving conflicts at the earliest opportunity through respectful dialogue, ensuring that every employee's voice is heard and valued. Our goal is to empower employees to engage constructively in conflict resolution, promoting mutual understanding, collaboration, and a harmonious workplace.

### **3. Vision Statement**

The NOCCCD Mediation Program envisions a supportive and healthy organizational culture where conflicts are addressed proactively and constructively. We aspire to create a community where trust, respect, and open communication are the foundation of our interactions, and where conflict is viewed as an opportunity for personal and professional growth, leading to stronger relationships and a more dynamic, creative, and engaged workforce.

### **4. Purpose of NOCCCD Mediation Program**

The purpose of the NOCCCD Mediation Program is to create a platform that helps resolve conflicts and disputes between employees in a voluntary, informal, and confidential manner. Mediation is used to resolve a broad range of conflicts within a variety of settings. Mediation is a process in which an impartial third party facilitates communication and negotiation and promotes voluntary decision making by the parties to the dispute. Mediation serves various purposes, including providing the opportunity for parties to define and clarify issues, understand different perspectives, identify interests, explore and assess possible solutions, and reach mutually satisfactory agreements, when desired. In addition, mediation can help to reveal and discover the deeper workplace cultural issues that may be occurring. This dialogue may also lead to a better understanding of issues affecting the workplace.

### **5. Benefits of Mediation**

There are many benefits to Mediation. These benefits include:

- Provides a structured process for addressing disagreements and/or misunderstandings in the workplace.
- Provides an alternative to the formal grievance process and/or procedures.
- Aims to improve working relationships between parties involved.
- Creates a space where a neutral third party, a District mediator, facilitates the process, helping the parties to communicate effectively and explore potential solutions.
- Allows parties to have control over their own outcomes.
- The informal and confidential nature of mediation can reduce stress and improve employee morale.
- Encourages open and constructive communication.
- Addresses conflicts early on and may prevent them escalating into more serious situations.

*The mediation process is designed to operate independently and is intended to address issues that fall outside the scope of contractual rights and obligations.*

