

6. Who is eligible for these services

Every employee of the NOCCCD is eligible to participate in the District's Employee Mediation Services. The services are voluntary on the part of all parties involved. This is applicable to the employee who initially submits the request for mediation and to the employee who accepts the request for mediation. Employee classification types include – Classified Professionals, Classified Confidential, Faculty (Full Time), Faculty (Adjuncts), Management, Temporary Employees (Student Employees, Special Projects Administrators, Professional Experts, Peer Educators, Adult Hourly, etc.).

7. What the Employee Mediation Services are NOT:

- Resolution involving student academic issues.
- Does not replace or interfere with any provisions in a representatives unit member's contract or collective bargaining agreement
- A resolution to resolve issues related to Protected Classes/Characteristics
- A resolution for grade disputes or employment grievances
- Issues related to Title IX or Sexual Harassment
- These services do not replace or remove an employee's right to AP 3410 (formal complaint).

8. Outline a first step/contact information

We encourage any and all employees to reach out. NOCCCD employees have a few options. Employees may contact any of the following avenues:

- **Flavio Medina-Martin** at fmedina@nocccd.edu
- **Graciela Galaviz** at ggalaviz@nocccd.edu
- Mediation e-mail at mediation@nocccd.edu

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NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT

Employee Mediation SERVICES

The North Orange County Community College District's (NOCCCD's) Employee Mediation Services 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 resolved and 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 or sanction, intervenes in the conflict or dispute at the request of the participants, with the goal of supporting them to reach an agreement. The process of mediation helps employees reach a mutually acceptable agreement and resolution to their current workplace situation and/or workplace dynamic. The role of the trained-Mediator is to facilitate the discussion explore resolutions and agreements with the parties involved.

2. Mission Statement

The NOCCCD Employee Mediation Services 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 Employee Mediation Services 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 Employee Mediation Services

The purpose of the NOCCCD Employee Mediation Services 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 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 employee mediation services. 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.
- Parties 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 conflict 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 grievances, contractual rights and obligations.



