

## Augusta University Neurosurgery Residency Conflict Resolution Policy

Conflict is an expected occurrence during the course of residency training. Conflict can be broadly categorized as task conflict, process conflict, and relationship conflict. Identifying the source of the conflict is important in facilitating a resolution to the conflict. Not all conflict is harmful. Sometimes conflict can be beneficial in that it forces us to address issues that otherwise may be ignored. For a conflict to be addressed the person experiencing the conflict must make a formal complaint in writing and have it signed by the party or parties involved in the presence of a witness or submit the formal written complaint to the GME Ombudsman person.

1. Conflict occurring between residents is encouraged to be mediated at the resident level as a first attempt to resolution. If the conflict is between two junior residents, then the chief resident shall act as the arbitrator. If the conflict occurs between the chief resident and a junior resident, then the program director will act as the arbitrator.
2. Conflicts arising between a resident and a faculty member will be addressed by the program director. If the conflict occurs with the program director, then the Chair of the department will act as the arbitrator.
3. Conflicts between residents and anyone outside the training program will be addressed by the program director or the faculty member of choice by the resident involved.
4. Any resident not satisfied with attempts at conflict resolution from within the department may, through open or anonymous channels, involve the DIO or the GME Ombudsman person.