

Student Conflict Resolution Services

C2HUB & INTERNSHIPS: RESOURCES FOR STUDENTS, FACULTY & EMPLOYERS

Though often inevitable, conflict can be difficult to manage in the workplace. An internship is an excellent opportunity for students to grow their conflict resolutions skills and for faculty and employers to support them in that skill development. Along the way, students, faculty and employers may also find support through MSU Denver's Student Conflict Resolution Services when conflict surfaces.

WHAT IS STUDENT CONFLICT RESOLUTION SERVICES (SCRS)?

SCRS offers support to students when they experience conflict situations, including during an internship through MSU Denver. SCRS offers one-on-one conflict coaching, facilitated conversations, educational workshops, amongst other resources.

CONFLICT COACHING:

Conflict coaching sessions are one-on-one meetings or mini-trainings on conflict resolution. If you feel like you need a sounding board, to strategize on how you would like to approach a conflict situation, and grow your conflict management skills, then you may find conflict coaching helpful.

CONFLICT MANAGEMENT WORKSHOPS:

SCRS offers a number of different workshops. Each workshop offers content about conflict resolution practices and approaches, while also inviting discussion and giving space to skill-building.

FACILITATED CONVERSATIONS:

A facilitated conversation is guided by a 3rd party facilitator and is voluntary for all participants. Every facilitated conversation starts with norms and follows a particular flow that helps parties clear the air and determine how to move forward successfully. A facilitated conversation may be helpful to re-establish meaningful communication and to bridge the gap between different perspectives.

NAVIGATING CONCERNS/COMPLAINTS:

SCRS also supports students in navigating the different pathways available to them when addressing concerns or complaints about an experience at MSU Denver.

WHAT ARE EXAMPLES OF CONFLICT THAT COULD OCCUR DURING AN INTERNSHIP & WHEN I COULD SEEK SUPPORT FROM SCRS?

While this list is not exhaustive, some of the situations in which you are welcome to reach out to SCRS include:

AS AN INTERN:

- Your employer is asking you to do work that is not supporting your learning more than 20% of the time. You have met with them and voiced your concerns, and nothing is changing, or you may need support in getting the courage to have the conversation in the first place.
- Your employer is leaving you to do your work independently without much support and you are feeling under-prepared and overwhelmed. You have met with them and voiced your concerns, and nothing is changing, or you may need support in getting the courage to have the conversation in the first place.

AS AN EMPLOYER:

- Your intern is coming to work but not necessarily doing the tasks you are asking them. Often you find them on social media when you go by their desk. It may feel more challenging to point out their performance issues because of their role as an intern or their pay status. It's essential for our students to receive this critical feedback, so we can support in those conversations.
- Your intern is engaging inappropriately with clients or other coworkers and it is impacting their ability to get the job done successfully and is impacting your respectability as a supervisor. If you're feeling the conversation will not be received well, we can support in those conversations.

HOW CAN I CONTACT OR MAKE A REFERRAL TO STUDENT CONFLICT RESOLUTION SERVICES?

The best way to get in touch with SCRS is to reach out to the Coordinator for Student Conflict Resolution Services, Elise Krumholz, at ekrumhol@msudenver.edu or at 303-605-7018.

If you are making a referral to SCRS on behalf of a student, please let them know and feel free to provide them this resource flyer. You may also want to consider connecting with your C2Hub contact if there are any concerns you are experiencing during an internship experience. The C2Hub can also make referrals directly to SCRS.

FOR FACULTY AND EMPLOYERS, PLEASE SHARE WITH STUDENTS IN YOUR INTERNSHIPS & COURSES:

During your internship experience at MSU Denver, you may encounter various conflict situations that are difficult to navigate, which may include doing work that does not support your learning or feeling unsupported by your supervisor in your internship role. MSU Denver Student Conflict Resolution Services offers resources and support for students who are experiencing conflict.

Whether you want to brainstorm with someone on how to approach a particular situation or if you are interested in a 3rd party helping to facilitate a conversation, please reach out to Student Conflict Resolution Services by contacting Elise Krumholz at ekrumhol@msudenver.edu or at 303-605-7018.

Check out Student Conflict Resolution Services on our [website!](#)

