



# Graduate Mentoring and Conflict Resolution

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# Graduate Mentoring and Advising

- Mentoring and advising of graduate students are normal expectations for Academic Senate faculty and are essential to ensure the success of these students. A mentor is someone who is attentive to the professional future of the student, while an advisor is someone who directs the student on what steps are needed to graduate. One person can serve in both roles. Programs' models for mentoring and advising may vary widely.

# Mentoring

- Mentoring is an active and sustained relationship-based process for the formal and informal transmission of knowledge and psychosocial support relevant to professional development.
- Ensure that students are being advised regarding academic progress and mentored regarding professional development. Although faculty advisors often also serve as a student's mentor, departments may enhance mentoring through peer mentoring, professional development workshops, and other activities. Guidance regarding both academic and nonacademic careers should be provided.

# Mentoring Across Differences

## **Diversity Yields:**

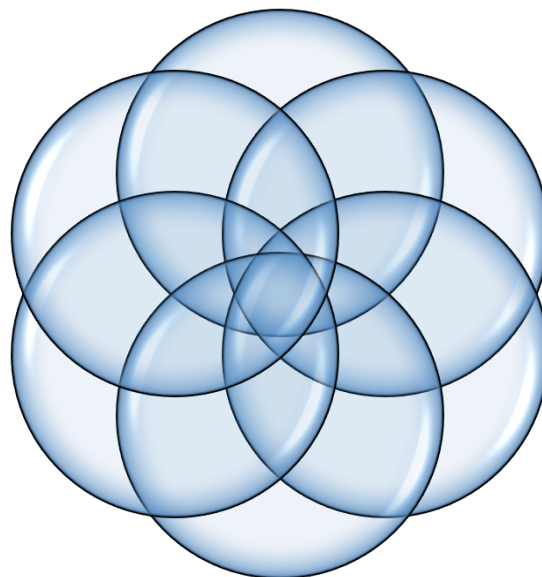
- Cognitive Complexity
- Critical thinking
- Openness to new ideas and different point of view
- Creativity
- Citizenship engagement

# Managing conflict

Deal with the issue one-on-one, not in writing

Mentors should not try to change their mentee's mind by arguing or debating – a person who is angry is less likely to respond to logic or reason.

Mentors should keep the focus on the issue and not be sidetracked.



Mentors should try not to take the anger personally (even if it is personal), and should stick with 'I-messages' and low-key language.

Using a calm tone of voice and just being 'ordinary' can help relax people. 'Let's go get a coffee and talk about this.'

A calm, assertive statement about listening and trying to find an answer to the problem is a good way to go. 'Tell me what the problem is. Maybe together we can find a solution.'

# Conflict Resolution

- Communication Practices
- Mediation
- Self-Care and Balance



# Best Practices



Assume mentee will be successful: Allow self-fulfilling prophecy to work



Help mentee develop critical skills and gain knowledge to move ahead



Assist in network building



Showcase mentee when possible



# Mentoring Resources for Students

- DECADE
- Mentoring Excellence Program
- Peer Mentoring