Conflicts Resolution Liaisons
Sponsored by the Office of Student Conduct & Conflict Resolution (OSCCR)

Conflict Resolution Liaisons work directly with undergraduate students throughout the conduct and conflict resolution processes.

What do Conflict Resolution Liaisons do?

Engage with Conduct Process- Loyola University Chicago greatly values the input and participation of student leaders. Thus, Conflict Resolution Liaisons (CRL) work closely with OSCCR staff to facilitate Values Workshops and Campus Involvement Challenge De-Brief sessions—directly interfacing with other students. CRL lead reflective sessions to help students process the lessons they learned, name new habits, and plan for next-steps.

Support Peers- The conduct process can often be intimidating and scary for students. CRL are available to students as an early point of contact to help explain the overall process, what to expect during a disciplinary hearing, and answer questions students may have. CRL are also available to serve as Advisors for other students during conduct hearings to provide comfort and support. Additionally, CRL present and discuss the conflict resolution services offered through OSCCR and direct students to appropriate resources.

Outreach to Student Communities- By embracing the Student Promise, CRL focus on reflecting, resolving, and repairing issues within the Loyola community. CRL increase awareness of conflict resolution services available on campus, such as conflict coaching and restorative justice conferences. CRL also conduct targeted outreach to build meaningful partnerships with student organizations and other on-campus resources through attendance at meetings, for example, or short presentations.

What can I get out of being a Conflict Resolution Liaison?

Build Key Skills- CRL are given extensive training to ensure development of key skills—skills that apply to all areas of life, and not just their roles as student leaders. These skills may include building rapport, effective communication, facilitation, speaking and presenting publically, engaging in difficult conversations, and deescalating conflicts. Skill development is adaptive and tailored specifically to the needs of each CRL Cohort. Furthermore, CRL are provided with ongoing feedback and developmental support to ensure progress and growth.

Become a Student Leader- The CRL program is an excellent way to develop strong leadership skills. The communication and conflict resolution skills outlined above help build confidence and develop emotional intelligence. Additionally, CRL are provided with a platform to harness their creativity and ingenuity by modifying programmatic curriculum. CRL also engage with assessment and program evaluation.

Be Connected- As a flagship program within OSCCR, CRL form strong relationships with OSCCR staff that develop into mentorships. CRL partner closely with other groups and organizations on campus to build awareness and investment in the Student Promise, which provides CRL with valuable exposure. CRL also frequently interact with members of Student Community Board, OSCCR’s other key student leadership program, and participate in professional development opportunities together.

What are the logistics of being a Conflict Resolution Liaison?

CRL Cohort- Each academic year 6-10 students of diverse identities, class standings, and involvement within Loyola are selected to serve as CRL. Prior experience with the conduct or conflict resolution processes is not required.

Training- CRL receive extensive training to help them prepare for their role and responsibility. This begins with an intensive retreat in late August, and continues throughout the year with additional skill-based training and professional development. Supplemental training is tailored to the needs and desires of each cohort.

Time Commitment- CRL dedicate an average of three hours per week through 90-minute meetings and time allocated to other role requirements. OSCCR works hard to respect the commitments and time limitations of CRL.

For more information about the Conflict Resolution Liaison program, please contact Jenna Silver at jsilver2@luc.edu or at (773) 508-8016.