



- **Give feedback directly.** If you hear or see something you feel is inappropriate and you feel comfortable addressing the issue directly, talk to the the person or people directly about how their behavior impacted you. Use the 6 key actions for resolving conflict:
 1. Recognize emotions.
 2. Briefly describe the problem and share your positive intentions.
 3. Actively listen and seek first to understand.
 4. Share your perspective of the problem and the impact.
 5. Work together on an action plan or next steps.
 6. Check for progress and express thanks.
- **Contact your supervisor** to discuss what happened. Your supervisor can help you address the issue and engage others as needed.
- **Contact Facilities Human Resources** to discuss the situation. HR can work with you to find an appropriate resolution through an investigation or facilitated discussions.
 - Jessica Lang, 129 Humphreys, 255-1037, jek21@cornell.edu
 - Bob Wakeman, 122 Humphreys, 255-5697, rdw2@cornell.edu
- **Contact your union.** Your union representative, steward, or local office can support you through the process and help you in dealing with the situation. Primary contacts are listed below.
 - Building Trades Council (BTC) – Tim Dorn, B21 Humphreys, 327-0376, tjd10@cornell.edu or any Shop Representative
 - United Auto Workers (UAW) – Jack Kaminsky, 110 North Geneva Street, 272-4108, jk71@cornell.edu or any Zone Representative
 - International Security, Police, and Fire Professionals of America (SPFPA) – Gary Cremeens, 116 Maple Avenue, 330-4754, grc22@cornell.edu
 - International Union of Operating Engineers (IUOE) – Bruce Auchampaugh, Central Energy Plant, 255-4774, baa10@cornell.edu or any Shop Steward
- **Contact a member of the FS Diversity & Inclusion Council** if you are not sure who to contact or how to deal with the situation. A member of the council can help you work through the situation and engage others as needed.
 - Jutta Brann, Facilities Administration and Finance, 255-6645, jhb7@cornell.edu
 - Brenda Conklin, Building Care, 255-5174, bsc8@cornell.edu
 - Tim Dorn, BTC, FM Shops, 255-4815, tjd10@cornell.edu
 - Wendy Franzese, Facilities Management, 254-2996, wkf4@cornell.edu
 - John Kiefer, Facilities Management, 255-6633, jak14@cornell.edu
 - Jessica Lang, Human Resources, 255-1037, jek21@cornell.edu
 - Tammy Lopez, Facilities Operations, 255-5694, tml24@cornell.edu
 - Dave Perrine, IUOE, Central Energy Plant, 592-2107, dlp46@cornell.edu
 - Nancy Phelps, Facilities Contracts, 255-3982, nap2@cornell.edu
 - Darrell Reynolds , Contract Colleges Facilities, 255-1251, dar3@cornell.edu
 - David Richardson, Recruitment and Employment, 254-8987, dsr7@cornell.edu
 - Nancy Snowberger, UAW, FM Shops 255-8667, nlt2@cornell.edu
 - Luanne Stockdale, Transportation & Mail Services, 254-8284, ls249@cornell.edu
 - Bob Wakeman, Human Resources, 255-5697, rdw2@cornell.edu
- For situations of harassment or discrimination when the accused is known, contact the **Office of Workforce Policy and Labor Relations (WPLR)**. WPLR can work with you to discuss options for dealing with the situation as it applies to University Policy 6.4 Prohibited Discrimination, Protected Status (Including Sexual) Harassment, and Bias Activity.
 - Alan Mittman, 391 Pine Tree Road, 255-6866, alm63@cornell.edu or
 - Laurel Parker, 391 Pine Tree Road, 254-7232 or lkp5@cornell.edu
- For situations of bias, when you witness a situation and when the accused is not known, the **Bias Response Program** is available. Under Cornell’s specific definition, a bias incident is an act of bigotry, harassment, or intimidation by unknown perpetrators that occurs on the Cornell campus or within an area that impacts the Cornell community and that one could reasonably conclude is directed at a member or a group of the Cornell community.
 - Alan Mittman, 391 Pine Tree Road, 255-6866, alm63@cornell.edu
 - Laurel Parker, 391 Pine Tree Road, 254-7232 or lkp5@cornell.edu
 - [Bias Reporting Team](#)