6Rs Conflict Management Framework for Supervisors & Research Students

	1	2	3	4	5
	RECOMMEND (conflict prevention)	**RECOGNISE** (if conflict exists / emerging)	**REFLECT** (finding potential solutions)	**RESOLVE** (taking action to resolve)	**REFER** (by escalation)
EXISTING RESOURCES	• Supervisor – Research Student Agreement • Terms of Reference for Thesis Committees • Thesis Committee Guidelines • Research Student Handbook • Supervision of Research Students Best Practice Guide • Research Supervisor Development Programme • Peer-to-peer support programme for PGRs • Code of Conduct for Supervisors and PGRs	• Conflict Resolution Flowchart • Engage in dialogue to understand emerging concerns (both parties) • Discuss with the Thesis Committee (both parties) • Consult College Support Services (both parties) • Peer-to-peer support programme for PGRs	• Review resources and training programmes available • Peer-to-peer support programme for PGRs	• Engage in dialogue and agree strategies to address concerns (both parties)	**Level 1** Engage with: • School Contact Person or DTLP or nominee • Postgraduate Advisory Service **Level 2** Engage with: • Office of the Dean of Graduate Studies *If not resolved:* **Level 3** • Submit a complaint / disclosure
RESOURCES TO BE EXPLORED	• Tailored induction programme for PGRs • Coaching support for PGR students	• Dedicated coaching service for PGR students	• Tailored coaching support for PGR students	• Independent mediation • Conflict Ombudsman	• Independent mediation (Level 1) • Conflict Ombudsman (Level 2)

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RESPECT
(DIGNITY & RESPECT POLICY)