1. Know when a problem requires formal process:
   » the conflict involves extremely volatile people or people with large power differences—for example, a student complains about a faculty member.
   » the problem has deep or historical roots.
   » there are serious or possibly criminal allegations.
   » two or more people in the situation are, or have been, involved in a personal relationship.

2a. Start the conversation by reaching out to the UBC experts who can advise you:
   » Contact your Human Resources Advisor or Faculty Relations Manager.
   » Get in touch with the Equity Office at www.equity.ubc.ca.
   » Contact UBC’s Respectful Environment Advisor | julia.mclaughlin@ubc.ca.
   » Contact UBC’s Ombudsperson for Students | shirley.nakata@ubc.ca.