

## Effective Communication for Graduate Students: Best Practices

The following University of Alberta resources offer helpful guidance for achieving effective communication and supporting conflict resolution. For further support about best practices, please consult your faculty adviser directly.

1. [Fairness in Communication: A Relational Fairness Guide - Office of the Student Ombuds](#)
2. [Conflict Resolution Resource - Department of Medicine \(based on Ombuds expertise\)](#)

Excerpt:

- Address the conflict early, before it becomes much more complex;
  - Separate the person from the problem;
  - Use your discretion when deciding who to tell about the conflict. Not everyone needs to know;
  - Focus on interests rather than clinging to your position;
  - Commit to finding a mutually beneficial outcome – work toward win-win solutions;
  - Avoid blaming others; you are each responsible for your own behaviour;
  - Listen actively; genuinely try to understand the other person's perspective;
  - Validate what he or she is communicating to you;
  - Work on letting go of resentments – they can only impede the process;
  - Keep the lines of communication open; and
  - Focus on the future.
3. [Working With Respect: Guidance Document](#) – Department of Medicine
  4. [Dispute Resolution Related to Graduate Studies Issues](#) – University of Alberta Graduate Program Manual (Section 9)