Appendix VIII

GUIDE/FACULTY-FIT RELATIONSHIP GRIEVANCE PROCEDURE

Background: It is expected that Guides or faculty and facilitators-in-training (FIT) will occasionally become dissatisfied with the other's performance as a result of it being a close relationship with important mutual expectations. It is also expected that problems can and will usually be resolved by early and direct communication between FIT and Guide/faculty, using skills we collectively hold as important intended learning outcomes of our training, and through the use of the annually submitted AACH Guide/Fit Relationship Evaluation Form. Occasionally, one or both parties will wish for facilitation from a third party. This procedure explains how either FIT or Guide/faculty or both can request facilitation.

Preparation for a Request for Help: Careful preparation will help utilize time optimally. FIT and Guide/faculty will each prepare brief written statements of the interests and expectations each has of the other, and written understandings of the difficulty the other has in satisfying the expectations. For example, FIT prepares a statement of his/her interests and expectations of the relationship and an understanding of the Guide's/faculty’s difficulty in satisfying them. The FIT then uses empathic imagination to anticipate the perspective of the Guide/faculty, i.e., the FIT imagines and records the Guide's/faculty’s expectations of the relationship and the Guide's/faculty’s understanding of the difficulty the FIT is having in meeting them. Likewise, the Guide/faculty records her/his expectations of the relationship and an understanding of the FIT's difficulty in meeting them, as well as an imaginative statement of the FIT's expectations and the FIT's understanding of the Guide's/faculty’s difficulty in meeting them. These statements are best exchanged between FIT and Guide/faculty until they seem clear and understandable to the other, and then both signatures document a mutual understanding of the perspectives, but of course not necessarily a negotiated agreement. In cases where either FIT or Guide/faculty is unable to fulfill this expectation within a reasonable period of time, a request for facilitation will be accepted by the FTPC accompanied by the available preparatory work.

Making the Request for Mediation: Send a letter to the AACH FIT Committee chairperson requesting facilitation along with statements of interests and perspectives.

Expected Action: Resolution is expected to occur within 8 working weeks of the FIT Committee’s receipt of the written request. Within 4 weeks, the FIT Committee will appoint two persons to work at facilitation of a negotiated agreement. One of the two facilitators will be a senior AACH faculty member, the other may be a FIT II, both will be chosen preferably from the membership of the FIT Committee, and both will be satisfactory to FIT and Guide. When an agreement is reached, the FIT will prepare the first draft of a report on the difficulty, the resolution process, and the agreement. This report should be revised as necessary to obtain approval from all parties and bear their signatures - codes should be used in the report to protect confidentiality with a separate communication (to be stored separately and for a limited time) correlating codes with persons. These reports will build an institutional experience of value to all current and future members.

If an agreement concludes that a new AACH Guide is warranted, that request should be made by the FIT in a letter to the AACH Facilitator Training Program Committee chairperson. Every effort will be made to secure a new Guide identified within four weeks of receiving the request.