

## CONFLICT RESOLUTION AND CLOTH FACIAL COVERINGS

Addressing Failure to Comply with Expectations

Wearing a facial covering is one component in preventing the spread of COVID-19. If you are confronted with a situation that requires you to address someone who is not wearing facial covering, consider the following:

**Stay calm:** Even when discussing topics that we are very passionate about we may not be able to get the best message across when angry. By being angry we may put others on the defensive.

**Choose a good time and place for the conversation:** When possible, find a place free from interruptions to have difficult conversations. This also allows you to have the time to formulate how you would like the conversation to look. Crowded areas may put others on the defensive.

**Focus on the problem:** Focus on the concerning behavior, rather than focusing on the person.

**Use facts:** When discussing the issue with others be sure to use actual information to support your argument.

**Respond vs. reply:** Take time to hear the other person, recognize thoughts and feelings and respond accordingly.

Continual Failure to Comply with Expectations

If you have concerns about an employee not adhering to the facial covering guidelines, we encourage you to bring concerns to your supervisor or use the following:

**Staff Violation:** Contact Human Resources at [osu-hr@okstate.edu](mailto:osu-hr@okstate.edu)

**Vendor Violations:** Contact Central Purchasing at [purchase@okstate.edu](mailto:purchase@okstate.edu)

**Faculty Violations:** Contact Office of the Provost at [provost@okstate.edu](mailto:provost@okstate.edu)

**Visitors:** Bring the matter to the attention of your supervisor or building manager

Additionally, Dr. Joe Dunnigan has created a [video](#) resource for faculty when addressing students not adhering to campus expectations for facial coverings. This resource may be useful with any crucial conversation on campus. We hope you take the time to become familiar with all the resources aimed at supporting our OSU campus community.