

## CONFLICT RESOLUTION

### Background

All people must have an opportunity to express their point of view with a focus on problem-solving in an atmosphere of mutual respect. Voicing concerns provides an opportunity for improvement.

Conflict resolution in the Division will be guided by the following principles:

1. Concerns are to always be viewed as an opportunity to improve understanding or to improve Division policies and administrative procedures.
2. All concerns are to be treated seriously and every attempt made to resolve them at the appropriate level.
3. Regardless of whom the concern deals with, people are to attempt to resolve issues with each other first.
4. Concerns are only to be taken to a higher authority if attempts to resolve the issue with each other are not successful.
5. Communication is to be open and honest with sincere efforts made to resolve concerns at all levels.
6. Individuals may, at any time, request another person to be in attendance with them to advocate on their behalf.

### Procedures

1. Once it has been established that there is a concern that needs to be addressed, conflict resolution processes may be initiated, as follows:
  - 1.1 Identify the individuals who must be present to resolve the concern.
  - 1.2 Be prepared and establish a positive environment.
    - 1.2.1 Establish sufficient and a convenient time for the individuals to meet.
    - 1.2.2 Select a neutral location.
    - 1.2.3 Determine a clear agenda or purpose prior to the meeting.
  - 1.3 Define or identify the concern.
    - 1.3.1 Determine what the concern is and what is not.
    - 1.3.2 Have all individuals at the meeting state their concerns.
    - 1.3.3 Check each response for clarification.
  - 1.4 Analyze the problem.

- 1.4.1 Obtain as much information as possible about the concern(s).
  - 1.4.2 Determine what is important to all participants and what they would like to achieve (their interests).
  - 1.4.3 Attempt to establish common interest.
- 1.5 Generate and document solution alternatives.
  - 1.5.1 Accept all suggestions without judging.
  - 1.5.2 Accept alternative means of achieving the result.
- 1.6 Select a solution.
  - 1.6.1 Agree upon and implement the best alternative.
  - 1.6.2 If there is no consensus, attempt to re-define the concern and brainstorm alternatives again.
- 1.7 Assess the solution.
  - 1.7.1 Establish a timeframe for review.
  - 1.7.2 Review the action plan at the agreed-upon time.
  - 1.7.3 Assess whether the desired result was achieved.
2. If a concern cannot be resolved through this process, the appropriate supervisor shall investigate the circumstances and provide a mediated setting for a resolution.
3. On occasion it may be necessary to involve a third party to facilitate.
4. Persons handling concerns shall take appropriate action to correct errors or omissions by initiating change where matters fall within their authority and by submitting recommendations for change where matters are not within their realm of authority.
5. Ongoing or chronic abuse/harassment within the Division shall be addressed in accordance within Administrative Procedure 171 – Harassment.
6. Teachers participating in the STAR Mentorship program will be provided with training in general conflict resolution skills and techniques.

Reference: Section 60, 61, 113 School Act