

Model Policy: Conflict Transformation

[Organization Name] Conflict Resolution Policy

Purpose

The purpose of this policy is to provide a clear, effective, and consistently applied method for understanding, mitigating and resolving conflict as it occurs between staff, teams or other members of the organization.

Scope

This policy applies to all members of our organization, including staff, board and affiliates.

Policy

[Organization Name] is committed to maintaining an environment where conflicts serve as a catalyst for transformation and everyone is provided with the tools, resources and support necessary to mitigate and transform conflict. We believe that conflict should be addressed quickly and with care to the individual and the collective. Everyone within our ecosystem has the right and is encouraged to engage with this policy and activate its protocols whenever necessary.

Procedure

1. Direct Communication

- **Connection First:** Individuals are invited to first address the issue transparently and directly with the individual(s) involved, if they feel comfortable doing so. Open and honest communication that focuses on cultivating shared understanding and alignment can help to clarify and transform conflict.
- **Community Support:** If direct communication is not possible or does not lead to a resolution, the conflict or concerns may be brought to [designated mediator] [designated mediator] will engage in a process of discovery and will facilitate a conversation with all parties involved to co-create a resolution.

2. Formal Process

- **Creating Resolution:** If the issue remains unresolved, anyone engaged in conflict may submit a request for additional support. The request should include an assessment of the root nature of the conflict and proposals for resolution.
- **Resource Allocation:** Upon receiving the request for additional support, A decision will be made about how to allocate resources (time, material) to engaging with, refining and implementing the request. Every effort will be made to understand the root nature of the conflict and to find meaningful opportunities for transformation. This may include more research in the form of 1:1 conversations, budget and/or document review.

- **Resolution Meeting:** After a determination has been made on how to move forward, there will be a meeting with all those involved to share findings and next steps. The goal is to reach a solution that is acceptable to all parties and aligns with current organizational values and policies.

3. **Appeal Process**

- If any party is dissatisfied with the proposed resolution, they may appeal the decision by submitting a written appeal to [Designated individual(s)] within [specified time frame, e.g., 10 business days].
- The [Designated individual(s)] will review the appeal, possibly conduct or propose further process (additional conversations, new policies or training), and make a final decision, which will be communicated in writing to all involved.

Confidentiality

All conflict resolution proceedings will be handled with the utmost confidentiality. Information will be shared only with individuals directly involved in the resolution process.

Non-Retaliation

Anyone who raise concerns or participate in conflict resolution processes will not face retaliation. Any form of retaliation is strictly prohibited and goes against organizational values and our principles of unity.

Training and Awareness

[Organization Name] will provide regular training to all employees on conflict transformation techniques and the procedures outlined in this policy to ensure a respectful and collaborative environment.