



CONFLICT RESOLUTION PROCESS

All members agree to resolve disagreements by dealing directly with the person or persons with whom they are experiencing problems with a commitment to honest, direct and respectful communication, actively listening with compassion and understanding. We want to create a culture where raising a problem is natural and without stigma, and that raising a problem to resolve it makes us stronger. All members agree to the following rules when involved in a conflict resolution process:

- i. A commitment to mutual respect
- ii. A commitment to resolve the problem.
- iii. No disrespectful, insulting or abusive language.
- iv. No intimidation, implied or direct.
- v. No physical contact.
- vi. No interrupting.

PROCESS

- (a) Whatever the issue, the process starts with one person approaching the other party to describe the problem or source of conflict and asking for an agreement. The aggrieved parties sit together and try to resolve the disagreement privately. **The initiator has to make a clear request for an agreement that would resolve the problem.** This request cannot be a judgement or a demand. The other person has to respond clearly to the request with a “yes,” a “no,” or a counterproposal.
- (b) If they can't find a solution agreeable to both of them, they nominate another person they both trust to act as a mediator. The person acting as a mediator supports the parties in finding agreement but cannot impose a resolution.
- (c) If mediation fails, a panel of Members is convened. The panel's role, again, is to listen and help shape agreement. It cannot force a decision.
- (d) If no resolution to the conflict can be found by both parties and the conflict is harming the Co-operative the issue will be raised at a General Meeting and members/directors may take action to resolve the situation.