

1.4 Conflict Resolution

POLICY

We encourage members, directors, employees, people receiving support, care providers, and members of the broader community to resolve their differences among themselves in a respectful and at least cordial manner. However, people are sometimes too close to an issue or too emotionally involved in a situation to accept and understand a differing point of view. Sometimes this creates anger, resentment, and ill will, which take people away from the solution. With this potential in mind, the goal of this policy is:

- > To help people understand what conflict is and recognize some of its common sources,
- > To guide people in avoiding conflicts,
- > To encourage people in conflict to find their own amicable solutions and,
- > To provide a means for resolving conflict when other means have been unsuccessful.

PROCEDURE

Conflict and Its Sources

In the context of our association, conflict usually is the struggle that occurs when people's needs, demands, or goals conflict with those of others. Conflict can result from (among other things): incorrect assumptions, misunderstandings and incomplete information.

Avoiding Conflict

We recommend that people try to anticipate and avoid conflicts by:

- > Being realistic about their own expectations and the limitations of people and situation.
- > Deciding how important a matter is and if it is really worth disputing.
- > Being honest and communicating openly. People should make clear to themselves and others what they want, need or expect.

1.4 Conflict Resolution

Resolving Conflicts Informally

We suggest that people first try to resolve conflicts using one or more of the following methods:

- > Step back and try to be objective about the situation.
- > Try to put themselves in the other person's position.
- > Negotiate a compromise. Sometimes people are better off getting most or part of what they want now then spending time trying to get everything.
- > Explain their position to someone they trust to give honest feedback about whether they are being reasonable and fair.
- > Get someone to advocate or negotiate on their behalf if they are too close to the problem or too emotional about it.
- > Get an informal mediator, someone whose judgment, objectivity, and fairness all parties trust.

GUIDELINES

The Formal Conflict Resolution Process

If a conflict cannot be resolved informally, BACI has adopted a formal conflict resolution procedure as follows:

1. The person seeking resolution should clearly define and put in writing if possible:
 - > The history and present circumstances of the dispute, that is, how did this conflict come about and what is the current situation,
 - > The factors that they think are causing the problem,
 - > How they want the dispute resolved and why it should be resolved that way.

1.4 Conflict Resolution

2. The person should then present their concern:
 - > First, to the person responsible for the area in which the dispute started unless the conflict is with the person. If the conflict cannot be resolved at this level then,
 - > Second, to the manager responsible for the section or program in which the dispute started, unless the manager is one of the parties in the conflict. If the conflict cannot be resolved by the manager then,
 - > Third, to the Executive Director. If the Executive Director cannot solve the conflict or if the Executive Director is one of the parties then,
 - > Fourth, to the Conflict Resolutions Committee, a sub-committee of the Board of Directors.