

# CONFLICT RESOLUTION PLAN FOR LAKE CHAPALA UNITARIAN UNIVERSALIST FELLOWSHIP

| Step   | Actions   | Implementation  |
|--------|---|---|
| Step 1 | Individual Reflection   | Examine your own role in the conflict. Ask yourself: “Why is this matter important to me?” “What, if anything, am I not noticing about my own role in the conflict?” Anonymous complaints are not acceptable. Be prepared to take responsibility for your concerns.   |
| Step 2 | Discuss with a Trusted Third Party  | Check your perceptions with a trusted third party. Did they see it or hear it the same way? Based on your telling of events and your feelings about it, would a neutral person feel the same way? Seek to understand the other person by asking “What is causing the behavior? What sort of influences are acting on the person?”   |
| Step 3 | Address the Concern Directly  | Talk directly with the person with whom you have the disagreement. Agree on a mutually acceptable time and place to talk one on one as soon as possible after the incident or ask to have one person from the Conflict Resolution Team meet with both parties. Use “I” statements in your discussion (“I feel...” instead of “You did...”) Use active listening and reflect back what you’ve heard.   |
| Step 4 | Seek assistance if the conflict remains unresolved or if one of the parties feels uncomfortable having a one-on-one discussion. | Consult with a Conflict Resolution Team member who will call a meeting of the CRT. After gathering information the conflict the CRT will provide a safe and structured environment with facilitation for disputants to resolve the conflict. The CRT is empowered to facilitate the involved parties in agreeing on a set of recommendations, behavior contracts and expectations. They can recommend counseling or turning the matter over to the Board or an outside mediator. Members will excuse themselves from any conflict for which they have an inherent bias based on the individuals or the topics involved. |
| Step 5 | Board/Outside Involvement   | The Board will consider matters coming from the CRT and take action as they deem appropriate. The Board can endorse the CRT’s recommendations or it can solicit assistance from the UUA or other outside resources  |