

CONFLICT RESOLUTION PROCEDURES

In addition to performing their jobs competently and reliably, camp staff are expected to conduct themselves in a professional, ethical and responsible manner that reflects well upon the camp, promotes a spirit of cooperation and teamwork among staff, and is respectful of the campers, volunteers, parents and other members of the public with whom we interact.

Conflict is inevitable and even desirable. It provides with an opportunity for change, generates new ideas and leads to a deeper understanding of ourselves and others. How that conflict is handled can greatly affect in either a positive or negative way staff morale, the experience of our campers and the value parents place on the camp program. All staff are expected to resolve conflict in a direct, productive, nonviolent manner using the best practices outlined below.

Step 1	Go to the person with whom you have a conflict. Determine an appropriate time to initiate a discussion. Make an appointment for a time when you will both be relatively calm. Extended disagreements should never occur in the presence of campers or parents.
Step 2	Tell the person what the conflict is from your point of view, and ask for their perception of the conflict. Talk about what each of you wants different in the future. Brainstorm lots of options. Try to help each other get needs and wants met. Agree to try something for a limited period of time and then check to see how it's working for the other.
Step 3	If step 2 doesn't resolve the conflict you can try again or take it to your immediate supervisor for assistance. Your supervisor or other designated facilitator should facilitate discussions between the parties. By doing so, you agree to the methodology (i.e. the Conflict Center's six-step process) and to fully participating in the process.
Step 4	If the above steps do not resolve the conflict, either (or preferably both) parties and their supervisors should contact the Program Director (or if the Program Director is one of the parties, the Executive Director) and set an appointment to discuss the differences.
Step 5	If the conflict continues, the Program Director or Executive Director may request help from her supervisor or another facilitator from outside the camp.
Step 6	Ultimately, the matter may be referred to the Executive Director for final resolution.

Constant disparagement of another staff member (for instance, while in the staff lounge) or refusal to talk to the person with whom you have a conflict is unacceptable and may result in disciplinary action. All staff should encourage others to deal with conflict appropriately and refuse to engage in the spread of gossip.

Creating a Conflict Resolution Policy Worksheet

What are your camp's core values? How does conflict (poorly handled or well-managed) affect their implementation?

What are the first steps camp staff should take if they have conflict with one another?

How should staff go about addressing conflicts with one another? What guidelines should they follow?

If initial efforts are not successful, then what is the next level of intervention?

If facilitation is provided, who will facilitate?

What approach should the facilitator take to solve the problem? What kind of training is needed?

How can your policy be upheld?

What do you define as an unacceptable behavior (gossip, etc.)?

