



Conflict Resolution Guidelines

In every organization and in human relationships, it's possible for conflicts to arise with regard to our understanding of policies, organizational strategies or organizational culture, as well as when we're learning about one another's boundaries and values. We use a basic process for conflict resolution that aims to create positive growth, preserve or improve relationships, and honor all people involved.

Group Dynamics

We find it helpful for people to understand the process of human group dynamics, which includes 4 basic phases: **Forming, Storming, Norming and Performing**. In the forming phase, we're getting to know one another. In the storming phase, we sometimes encounter conflict as we're learning that each of us has our way of achieving the same outcome, as well as the best ways to express our own boundaries and honor the boundaries of others, too. When we recognize this is a normal part of human groups, we can usually move through this phase quickly and honor ourselves and others. The last two phases are norming - which includes a widespread agreement on routines, processes and communication styles - and performing, where we're able to focus on outcomes, and achieving the goals and objectives we set out to achieve. In many cases, this process can be quick and empowering, particularly when everyone is aware that it might be occurring.

Conflict Resolution Processes:

In some cases, a conflict may arise that requires authentic communication and an intentional commitment to resolve. The organization encourages a simple process in line with our organizational culture.

Step 1. Talk to the person. Be specific about how a particular action or words may have violated a specific policy, or made you feel, and what you hope would occur to create a win.

Step 2. Allow the person to make corrections or to provide new information that helps you understand their perspective or actions. We all make mistakes and can have misunderstandings. Once the situation is resolved, we commit to moving forward from a place of resolve.

Step 3. If a situation cannot be resolved with the person directly, contact the President for possible solutions or mediation. In the event the conflict is with the President, contact the Board Secretary for guidance on presenting the issue to the Board of Directors. (info@darkecountypride.org)

When We're On the Receiving End of Conflict Resolution

Sometimes we might find ourselves on the receiving end of conflict resolution. If this happens, we follow similar steps.

Step 1. We allow the person to fully communicate their concern or understanding of the situation.

Step 2. We explain our own perspective or understanding of the policy or situation. If our explanation helps resolve the conflict, great! We appreciate that someone respected us enough to bring something to our attention and to help gain clarity. If a mistake was made on our part, we acknowledge it and take action to correct it. We all make mistakes and learning and growing from them is part of our own personal growth.

Step 3. If there continues to be an outstanding or disagreement, we commit to working through it to the best of our ability. If a situation cannot be resolved with the person directly, we contact the President for possible solutions or mediation. In the event the conflict is with the President, we contact the Board Secretary for guidance on presenting the issue to the Board of Directors. (info@darkecountypride.org)

Violence/Harassment/Sexual Harassment

We recognize conflict and normal disagreements are a part of being human. However, violence, threats of violence, intimidation, hate speech, bigotry, name calling, bullying, unwanted contact and unwanted sexual advances are not permitted at the Center. If this occurs, here's what happens:

1. Please report it to a Center representative;
2. The person(s) who engaged in the above will be asked to leave;
3. The person(s) who engaged in the above will be asked to meet with the Board of Directors prior to returning; and
4. The Board of Directors will determine what steps are needed prior to the person(s) returning.

For questions about this policy, please contact us at info@darkecountypride.org.