

CONFLICT RESOLUTION GUIDELINES

Conflict resolution — whether or not it involves a Right Relations team member — is not about determining who is right or wrong, but rather about fostering a process that protects each individual, promotes healthy communication, and encourages mutual agreement

Participation in conflict resolution is voluntary. Refusal to participate implies nothing negative about the person refusing to participate.

Conversations regarding conflict should be private, in person, or on the phone, and confidential. Coffee hour, Email and public forums are not appropriate venues.