

### **Pathway to conflict resolution.**

Whenever a member of the Bradford Community Church,(BCC) finds themselves in an interpersonal conflict with another member/friend or with Bradford staff, they are encouraged to follow the steps on this pathway towards Conflict Resolution.

Conflict Resolution is best used in case of a single incident or a few similar incidents.

#### **Personal Reflection**

**Self reflection and empathy:** The person who is feeling in conflict, (Person A) spends time reflecting on the situation. What is their role in the conflict, what factors could be causing person B's behavior?

1. Try writing down what happened and why to get it clear in your mind.
2. Calmly try to put yourself in B's shoes without vilifying them.
3. Assume the other person is doing the best they can *and* has good intentions.
4. Sleep on it before jumping into action.

#### **Optional Support with Self Reflection**

Person A asks the for a member of Right Relation team (RR) to be a listening ear to help them process their concerns. The RR member will listen, maintain neutrality and guide them through an exploration of the events of the conflict.

If step 1 has not resolved Person A's sense of conflict/being out of covenant with B they may choose to move onto step 2.

#### **Step 2: Person A meets with Person B**

Address the concerns directly with the other person, with great attention to honoring covenant.

1. Use I statements: I felt \_\_\_\_\_ when \_\_\_\_\_ happened because \_\_\_\_\_.
2. Use active listening to understand the other person's point of view.
3. Admit to your part of the conflict.

## **REQUESTING ASSISTED CONFLICT RESOLUTION** **(with RR team member)**

If person A is hesitant about approaching person B or persons A or B are unsatisfied with results of an attempt to reach conflict resolution, either may choose to ask for assistance from RR team, by clicking on the Right Relations team link in the members area of BCC's web site.

### **RR team member assists in Conflict Resolution.**

1.) A RR team member will contact Persons A and B to assess the level of commitment to a mutual Conflict Resolution. RR team members will meet privately and separately with A and B.

2.) **In these confidential meetings, the following questions will be explored.**

- What did you think and feel at the time?
- How are you feeling after some passage of time?
- Who has been impacted by this conflict, and how?
- What was your part in the conflict?
- What ideas do you have for “making things right between us”?

3.) **RR team members meet jointly with A and B to guide them through a discussion with the goal of reaching mutually agreeable resolutions. If either declines to meet with other person and RR team member both persons would be expected to:**

- Respect confidentiality
- Uphold BCC's covenant
- Allow the matter to be unresolved

If one or both fail to honor covenant, respect confidentiality or continue to bring up the unresolved matter (in relation to this specific incident), RR team will consult before referring the matter to the Board of Trustees (BOT) who may consider implementing a Disruptive policy procedure.