

Conflict Management Procedure

Purpose of the procedure

The conflict management procedure serves as a proactive mechanism for promoting safety, productivity, and organizational effectiveness while addressing conflicts in a constructive, positive and transformative manner.

Document content

1. Cover page
2. A guide to approaching conflict
3. Conflict Management Procedure
4. Further explanations

Document cross references

- Participating Process
- Decision Making Procedure

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A GUIDE TO APPROACHING CONFLICT

STATEMENT OF ASPIRATION

We aspire to help realise the birth of a regenerative, more engaged and connected culture. In order to avoid re-projecting the old upon the new, I agree with the need to deconstruct my education and the standard societal norms. My commitment to examining old ways of being requires me to reorient my compasses away from separation, certainty, comfort and control, towards trust, responsibility, transparency, introspection and a deeper capacity for intimacy.

We are willing to make space for difficult conversations, without relationships falling apart. I accept that at times this work may be challenging, and know that by tapping into a deep inner resourcefulness, with the support of each other, I can find the courage to learn, heal, adapt, and discover.

We want to connect authentically and undertake change-focused work together. However, there may also be times when I reach my stretch limit, so I will actively look for help to re-gain my balance.

PRINCIPLES

1. Conflict can be re-framed as an opportunity to innovate, learn and heal.
2. We will engage with (rather than try to ignore) conflict, and address conflict using peaceful means.
3. Conflict often brings to light potential for personal development. We aspire to a mindset of curiosity
4. when we notice assumptions, judgements, triggers and unconscious core beliefs arising that prevent
5. us from relating from a place of presence.
6. The Project will provide communication trainings to members, and opportunities to practice conflict resolution.
7. The Project will provide helpful tools and procedures in the Members area toolbox.

CONFLICT COMMUNICATION

1. We agree to enter into dialogue with the intent to understand, repair and co-create.
2. We address issues that arise efficiently and directly with the person or persons affected.
3. We slow the process down, connect to our bodies, and seek a spirit of noticing toward our reactive responses.
4. Before delving into our what, we share our why, purpose, and relational context for the conversation.
5. We listen deeply and create space for the other person(s) and have a genuine desire to understand their perspective(s) and needs.
6. We seek permission to express emotions or provide feedback.
7. We will gently encourage each other to communicate using the techniques of Non-Violent Communication (NVC) and Authentic Relating (AR).
8. We use I-statements, reflect, validate and ask curious questions.
9. We share observations, interpretations and feelings from a place of our own experience. We seek to avoid blame, criticism judgement and demands.
10. We maintain significantly more appreciation than challenging feedback. When choosing our words in difficult conversations, we use as a compass the intention of creating and maintaining connection.
11. We take responsibility for our part, remain open to diverse perspectives, and without recourse to automatic appeasement.
12. When sharing impact, we emphasise feelings over view-points.
13. We endeavour to use "Giraffe ears" when others are using non-AR or NVC language.

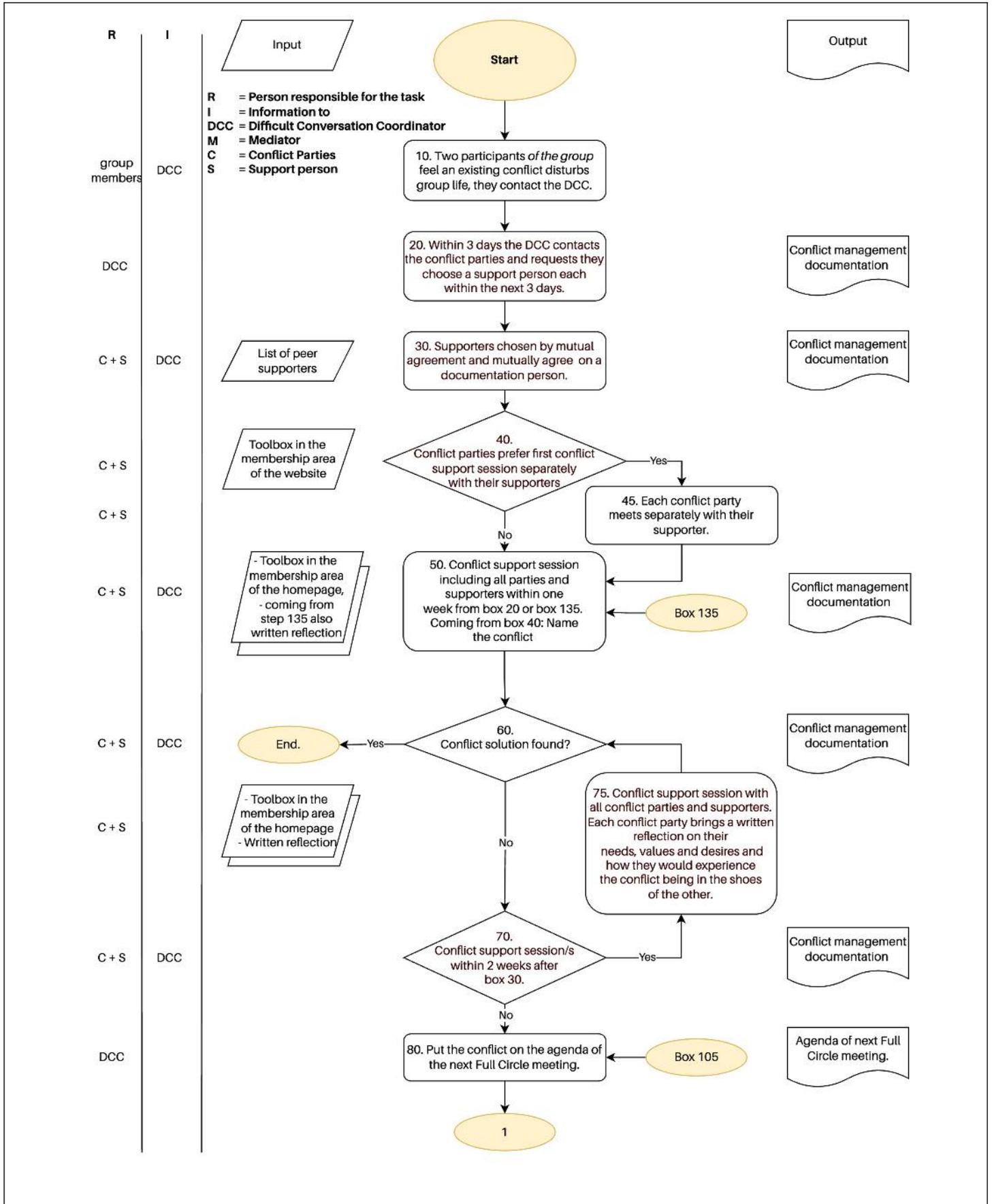
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14. It is the responsibility of each member in conflict to acknowledge and address their underlying, unresolved developmental wounds. Because these mechanisms are often unconscious, we commit to seeking support and / or appropriate therapy when necessary.
15. Parties however, understand that not all conflicts are resolvable, and agreeing to disagree is sometimes required.

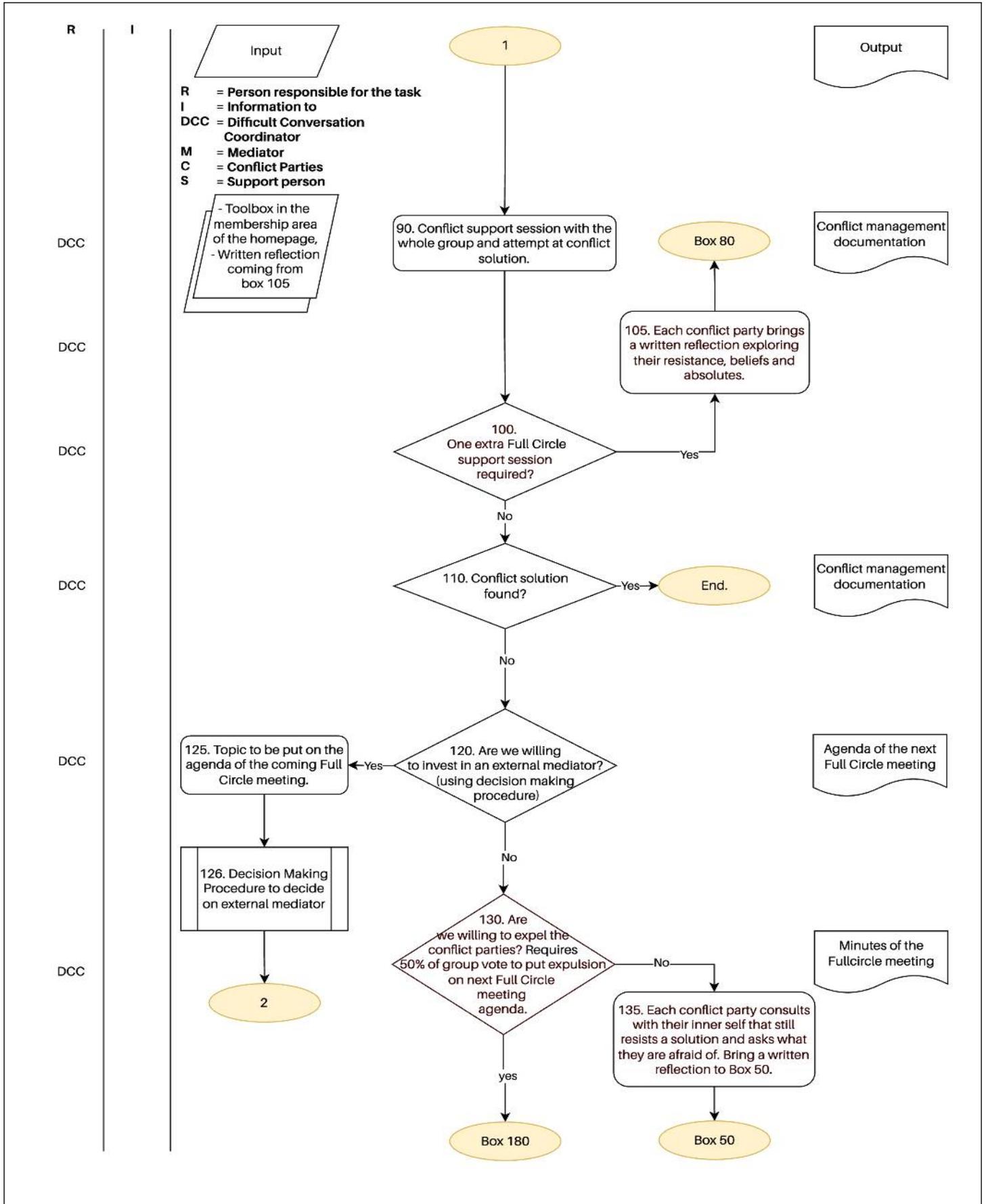
Detailed procedure information:

See flow-chart below

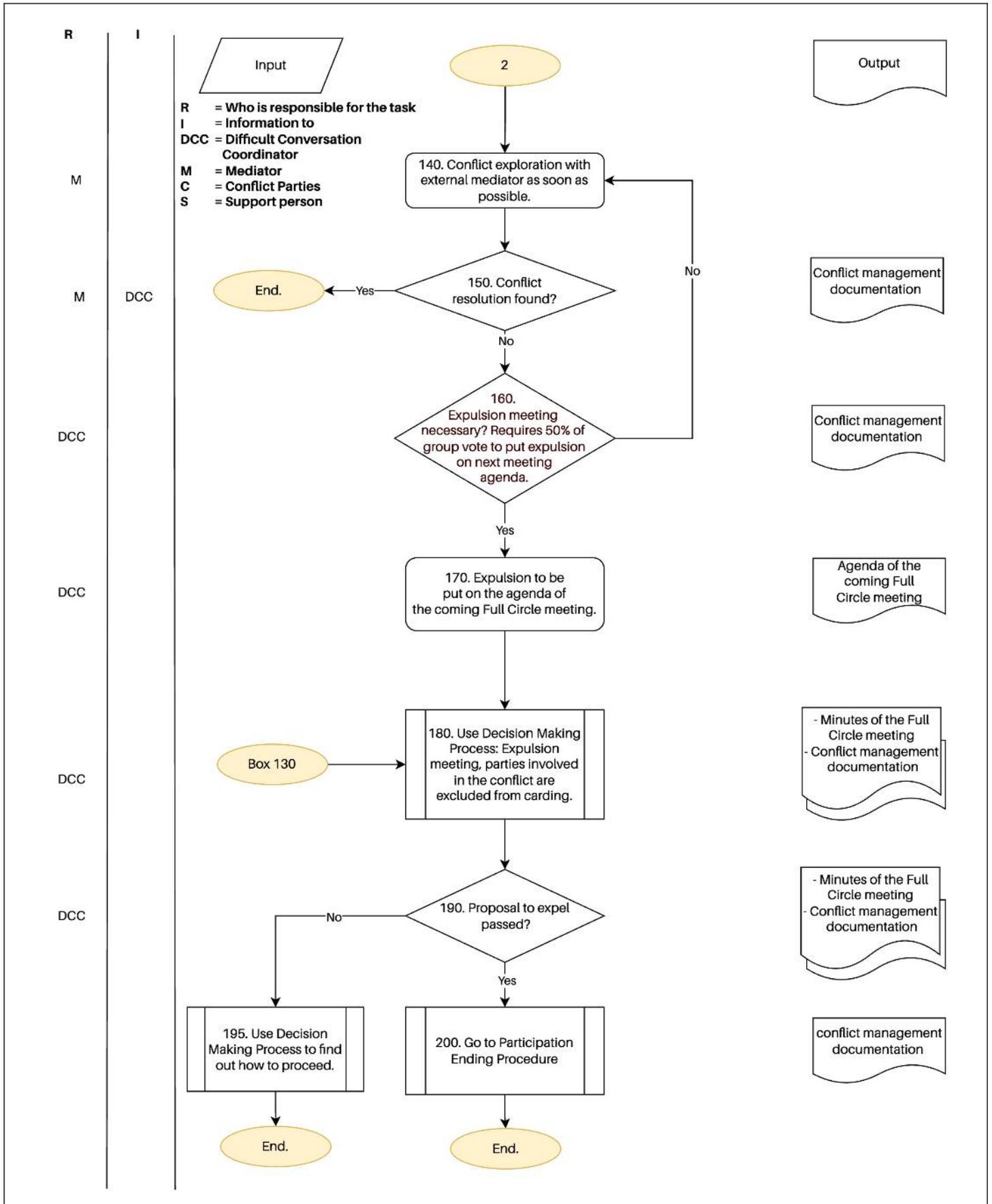
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FURTHER EXPLANATIONS

- Box 10 The intention here is for Participants and Full Participants to initiate a process of support for conflicted parties, whether the members are involved in or observers of the conflict.
- Box 30 The purpose of the peer supporter is to co-regulate the nervous system of the conflicted member and reflect the situation with him/her in a safe space.

STRUCTURE OF THE MEETING

- 1 Take time to slow down the process. Start arriving in your body, do some deep breaths.
- 2 The conflicted party shares his/her perspective of the process.
- 3 If necessary, the support person uses means from the toolbox in the members area of the homepage to calm down the nervous system of the conflicted person
- 4 Ideas for reflecting questions
 - Which feelings come up when you recall the conflict?
 - What was going on inside you during the conflict?
 - Which bodily sensations come up when you recall the conflict?
 - Which thoughts turn up, when you recall the conflict?
 - What stories are you telling yourself about the situation?
 - What bothered you most about the behaviour of the other party?
 - Which of your needs would you like to be met?
 - Can you think of a request?
 - Is there a point where you think the other party did not understand your view?
 - What do you want to achieve?
 - If you look inside yourself, and pull away the "curtain" of the obvious layer, is there another layer behind?
 - Can you think of any assumptions you had/have about the person or situation?
 - Can you think of any judgements you had/have about the person or situation?
 - Can you think of some strategies to solve the conflict?
 - What do you think at the moment. Are you in the power-over or power-with mindset? Could it be that you are....
 - What is your flexibility (scale 1-10) to agree to a solution that is different to what you think it should be?
 - Do you get a sense that the other person is trying to force something on you?
 - Can you tell me what you heard the other party saying during the conflict?
 - Could it be that there is/are absolutes you are holding on to?
 - Could it be that there the other party hit a trigger spot?
 - What is your willingness (scale 1-10) to take on the other parties' perspective?
 - Can you put yourself in the shoes of the other party? What would you think? What would you feel?
 - What is your willingness (scale 1-10) to consider the other party's needs

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Box 50

NAMING THE CONFLICT

It is important to find a description that doesn't preclude solutions or include blame. So, not: "The conflict is that we don't have a kitchen duty schedule!" Or: "The conflict is that XY never washes dishes." Instead: "Different ideas about cleanliness in the kitchen and how to achieve it." Just this step alone changes the perspective on the topic.

Step 50 and 60 can be at the same conflict support session.

Box 90

The DCC facilitates the conflict inside the Full Circle meeting