

PEACE WAPITI PUBLIC SCHOOL DIVISION NO. 76

Policy JAB – Conflict Resolution Exhibit 1: PWSD Guidelines for Healthy Interactions Page 1 of 2

1. Concerns should be referred to the party who is the object of the concern, in cooperation with that person's respective supervisor. The concern will be handled by someone different only when the allegation itself implies serious threat to a student or concerned party. The following protocol is provided as a procedural guide to direct concerns to the appropriate personnel. If satisfaction is not achieved at one level, then the concerned party should proceed to the next level.
 - a) The staff member about which the concern has been expressed
 - b) Principal or supervisor
 - c) System administration office person delegated responsibility in the applicable area
 - d) Assistant/Deputy Superintendent
 - e) Superintendent
 - f) Board
2. Schedule an appropriate time to meet with the concerned party. Do not allow a confrontation in the hallway or classroom. Sometimes meetings should be deferred for a "cooling off period." Meeting immediately allows the concerned party to vent but seldom is conducive to problem solving. Staff should keep an administrator informed of unresolved concerns.
3. Listen to the concerns with courtesy and respect. Hear the person out and resist the tendency to become defensive, because to do so may only hamper the situation and prevent resolution of the concern. This is an opportunity to generate some positive public relations by being sensitive, caring, and responsive.
4. Take notes. This assures the other person that he or she is being heard and all of the important points will be remembered. These notes may be used later to reiterate points in a follow-up phone call or letter. Exhibit 2 may be used or filled out later based on any notes taken. Check for accuracy and understanding.
5. Define the concern clearly and determine each other's interests. If resolution fails after referral to source, encourage the concerned party to supply a written statement that identifies what the concern is and what the circumstances were that led to the concern. Obtain the agreement of the concerned party so that the understanding of the concern is clear. Use the form "A Process For Resolution" (Exhibit 2) to document this understanding. Provide a copy of this document to all affected parties. Know clearly the respective interests being dealt with before generating solutions and initiating action.

6. If a concern cannot be resolved by the object of the concern or another official, the appropriate supervisor should investigate the circumstances of the concern and provide a mediated setting for resolution.
7. Advise the parties to a concern that the purpose in acting on a concern is to resolve the issue if at all possible.
8. Advise the person about whom the concern has been expressed of details, and if appropriate, provide an opportunity for them to attempt to resolve the concern at that level and/or refer the concern to a proper official.
9. Mediators must provide both parties to the concern with ample opportunity to present their side of the story. If required, they should personally talk to witnesses and gather evidence so as to clearly understand the background, circumstances and incidents giving rise to the concern.
10. Mediators must promote good communication and clear understanding of the facts. Where stories are in conflict, they must attempt to bring parties together to review the facts and eliminate errors or misunderstandings that might be at the root of the concern.
11. Conclusions must be based on accurate information and not be drawn until all information has been gathered. Attempt to obtain the agreement of the parties to the concern so that conclusions are reasonable in light of the evidence.
12. Persons handling concerns must take appropriate action to correct errors or omissions by initiating change where matters fall within their authority and by submitting recommendations for change where matters are not within their realm of authority.
13. If a third party becomes involved, concerns must be documented by keeping a written record of meetings, conversations, interviews, and conclusions. A report detailing all of the information, actions taken and/or recommendations must be prepared. File a copy of the report with personnel who may have been the object of the concern, also with other proper officials. The form "A Process For Resolution" (Exhibit 2) should be used. Indicate whether or not the matter is considered to be resolved, and what actions, if any, are to be taken or what recommendations are presented. Exhibit 3 provides a procedural guide consistent with the Exhibit 2 template.
14. Ongoing or chronic abuse/harassment of school division staff or students shall be reported to the Superintendent.

(Note: this Exhibit is identical to Policy GBEA – Protection of Staff -Exhibit 1)