

Head Start for Kent County
Conflict Resolution Form

Conflict is a part of all human interactions because of differences in perspectives: what one person thinks, feels, see or believes may be different from what someone else thinks, feels, sees, or believes. It can be a positive experience learning diverse perspectives from one another, generating new ideas and facilitating change. Conflicts, when resolved satisfactorily, are an opportunity for positive change, mutual understanding and respect.

The intent of this process is to help resolve issues at their earliest stage, before having to involve someone else and/or before they become even more serious. This process provides guidance when resolving non-personnel related and non-union contract related issues and conflicts. The steps indicate who should be involved in the conflict resolution process and a 6-step problem solving process.

While it is recommended that we try to resolve conflicts directly with the other person(s) involved, it is not always possible to do so. For staff, steps 1, 2 & 3 in the process may be waived at the request of either party IF either of the individuals feels there may be a conflict of interest or are not comfortable with someone involved at those steps, as long as a meeting is arranged with someone who has the ability to help resolve the conflict.

At any time in the process, an individual may request another HS4KC employee (e.g. immediate supervisor, department manager, member of HR or a co-worker) to participate in the meeting.

6 STEP PROBLEM SOLVING PROCESS (the attached form may be used to help facilitate this process)

1. Identify and define the problem
2. Clarify need(s) or outcome
3. Brainstorm ideas to solve the problem
4. Evaluate the ideas you brainstorm
5. Choose one or more to the ideas and develop an Action Plan
6. Set a time to meet again to evaluate and/or adjust the solution

WHO TO ADDRESS

Staff	Parent/Staff	Community/Program
<p><u>Step 1.</u> Meet with person directly involved within 5 days of when issue occurred</p> <p><u>Step 2.</u> If issue is unresolved at (or) if waiving Step 1, meet with employee’s immediate Supervisor or HR Representative within 5 days of Step 1 meeting or when issue occurred</p> <p><u>Step 3.</u> If issue is unresolved at (or) if waiving Steps 1 and 2, meet with employee’s Department Manager or HR Representative within 5 days of Step 1 or 2 meeting or when issue occurred</p> <p><u>Step 4.</u> If issue is unresolved at (or) if waiving Step 1, 2 or 3 meet with HR Manager within 5 days of Steps 1,2 or 3 or when issue occurred</p> <p><u>Step 5.</u> Meet with Program or Executive Director within 5 days of Step 4</p> <p><u>Step 6.</u> Request to be on the agenda for the Board of Directors meeting within 5 days of Step 5.</p>	<p><u>Step 1.</u> Meet with the person directly involved within 5 days of when issue occurred</p> <p><u>Step 2.</u> Meet with Site Supervisor within 5 days of Step 1 meeting</p> <p><u>Step 3.</u> Meet with Site Administrative Supervisor or Department Manager within 5 days of Step 2 meeting</p> <p><u>Step 4.</u> Meet with Program or Executive Director within 5 days of Step 3 meeting</p> <p><u>Step 5.</u> Request to be on the agenda for the Board of Directors meeting within 5 days of Step 4 meeting.</p>	<p><u>Step 1.</u> Contact Program Director within 5 days of when issue occurred</p> <p><u>Step 2.</u> Contact Executive Director within 5 days of Step 1 meeting</p> <p><u>Step 3.</u> Contact the President of the Board of Directors within 4 days of Step 2 meeting</p>

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Date: _____

Name: _____

Address: _____

Phone: _____

From your point of view, what is the problem?

List suggestions to solve the problem:

Action Plan

Actions	Who's responsible	Time frame	Status/Comments

Signature

Date

Signature

Date

Signature

Date

Signature

Date