



Woodlawn United Church
CONFLICT RESOLUTION
Approved By Council – April 21, 2021

PURPOSE:

To help resolve and bring together those involved in conflict to a mutual understanding and resolution where possible.

POLICY

In any organization where people are involved conflict is inevitable. Most conflict is not conflict at all; rather, it is a disagreement over an action or an opinion. In these instances, it is reasonable to expect the parties to meet on their own and seek a resolution.

In other instances, the conflict can be much deeper in its impact. Physical contact, in your face confrontation, and anonymous threatening letters, are examples of conflict that can cause deeper, lasting wounds. It is this kind of conflict that the process outlined below is intended to address.

PROCESS

The process can be initiated by any of the parties involved in the conflict or by the Ministry and Personnel Committee. If one of the affected parties refuses to attend, the matter could be referred to the Church Council.

The parties involved in this resolution process will include:

- The parties involved in the conflict
- One supporter for each of those involved in the conflict
- Chair of M&P Committee or designate who will act as the facilitator

Each of the parties will have an opportunity to respond to questions posed by the Ministry and Personnel member who will facilitate the discussion.

Drawing on the restorative model, the conversation will be initiated by these questions:

- What happened?
- What were you thinking and feeling at the time?
- What have you thought about since?
- Who has been affected by what you have done?
- How do you plan on moving forward in right relationship?

In those situations where a formal process is required, the United Church of Canada has trained conflict resolution facilitators available for assistance and access to further resources. Refer to Bylaws J. Oversight, Conflict Resolution, and Discipline, pg. 166 The Manual, 2021 - The United Church of Canada.

The desired outcome of this process is to restore the relationship to its original status, or, if that is not possible, to a position where the work of the church can continue in a positive manner.