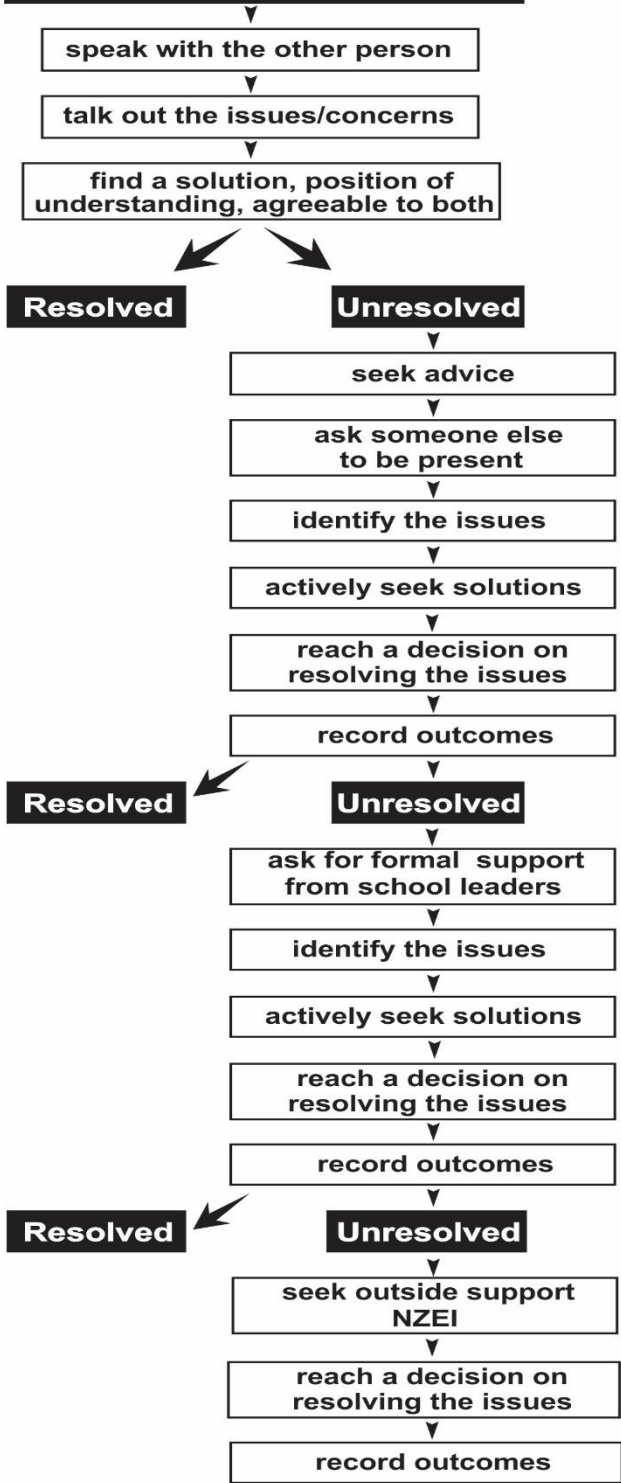


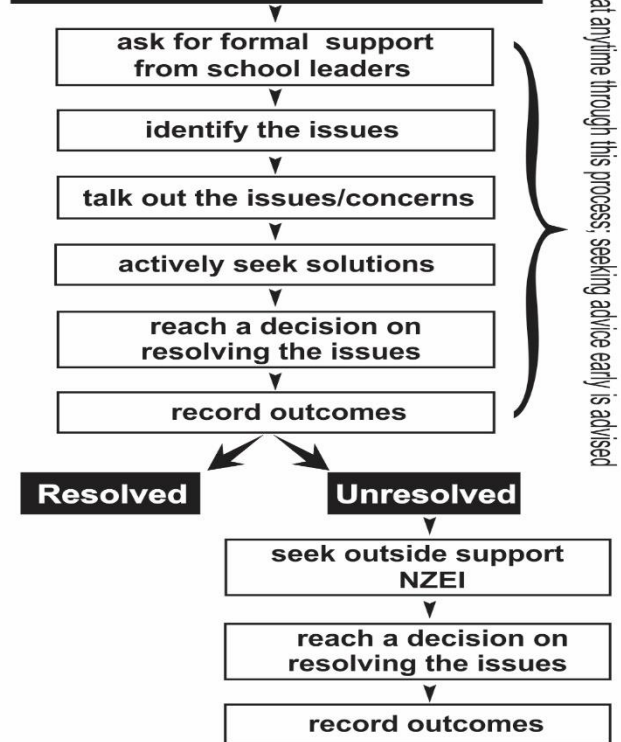
SCHOOL PROCEDURE 02: CONFLICT MANAGEMENT

GUIDELINES FOR DEALING WITH CONFLICT

LOW LEVEL CONFLICT



HIGH LEVEL CONFLICT



access by staff to NZEI or school board to STA is available at anytime through this process, seeking advice early is advised

Guidelines for Dealing with Conflict

Be proactive and initiate an informal discussion if you think a problem is brewing. Those persons concerned are expected to be active listeners and contributors, effectively using the following cooperative processes.

- A person may say, "Now is not the time to discuss this. Let's make a time later." - agree to that time!
- Only start the process if you are calm and ready to listen and respectfully contribute.
- Act promptly before the situation escalates; always try to deal with conflict at the lowest level of intervention.
- Be respectful throughout.
- Those concerned must have equal opportunity to speak up on every concern or issue presented; there is no need to rush or interrupt.
- Speak for yourself only.
- Leave the personalities behind; speak to the concerns.
- Avoid establishing 'hard positions', expressing yourself instead in terms of positive intentions, and the outcomes you would like to create.
- You are encouraged to ask genuine "questions of clarification". Avoid asking "questions of attack".
- Actively seek solutions, position of agreed understanding; record the outcomes.

PRINCIPAL
Dated: February 1, 2022