

Conflict Resolution Policy

Note: *Regarding problems concerning sexual misconduct or sexual harassment, refer to the Sexual Misconduct Policy and the Sexual Harassment Policy. A different set of procedures is required.*

1. Goals

1. That Young Life Australia staff and volunteers would commit to and practise biblical principles of communication and conflict resolution.
2. That we would strive to maintain unity, through honest loving communication in difficult situations
3. That we would encourage and support one another.
4. That gossip and backbiting would not be tolerated in this mission community.

2. Biblical Foundation

"If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. If he refuses to listen to them, tell it to the church; and if he refuses to listen to even the church, treat him as you would a pagan or a tax collector."

Matthew 18:15-17.

"If it should happen therefore that while you are presenting your offering upon the altar and right there you remember that your brother has any grievance against you, leave your offering there upon the altar, and first go and make peace with your brother, and then come back and present your offering."

Matthew 5:23-24

"Therefore each of you must put off falsehood and speak truthfully to his neighbour, for we are all members of one body. In your anger do not sin. . . Do not give the devil an opportunity."

Ephesians 4:25-27 (See also Galatians 6:1,2; Ephesians 4:15-16)

3. Process Guidelines

Step One

- i. First, before involving anyone else, go directly to the person you have offended or who was offended or created conflict with you. Before you go, prayerfully identify the specific issues that are creating the conflict for you, think of possible solutions to the problem and what you would like to see happen in the future. Admit your own responsibility in the conflict
- ii. Contact the other person to schedule a convenient time and appropriate place to meet for discussion as soon as possible.
- iii. When you meet, first spend some time in prayer. Then, share in a caring manner the conflict as you have identified it from your point of view. Then, listen carefully and seek to understand the other person's point of view on the problem. Brainstorm together on possible solutions to the conflict and come to an agreement on resolution.

- iv. If resolution does not seem possible, and it would help to have a third party involved, ask a peer, mutual friend, or a supervisor for assistance in the process. Work through Step I, II, and III again.

Step Two

- i. If you are still dissatisfied after going through the complete process in Step One, present the problem in writing to your immediate supervisor or your next most immediate supervisor who is not involved in or part of the conflict. Clarify the conflict as you see it, the steps taken so far, reasons why Step One did not resolve the problem and your suggested solutions, or next steps in the process.
- ii. The supervisor will investigate the problem and provide you with a timely response, further process to follow, and/or a final decision if needed.
- iii. If the CEO is the creator or offender in the conflict and it has not been satisfactorily resolved, using Step One above, then you may appeal to any of the Regional Directors or Area Managers. If any two of the Regional Directors or Area Managers (including the offended party if he/she is a Regional Director or Area Manager) agree the conflict has not been satisfactorily resolved, and they agree Board level involvement is necessary and appropriate, then you as the offended party may appeal to the chairperson of the board.

IF THE ABOVE PROCEDURES ARE NOT FOLLOWED AND DISSENT RESULTS, YOU MAY BE SUBJECT TO DISCIPLINARY ACTION OR TERMINATION.

If you feel this process is not adaptable to your particular situation or has not proven successful, you may contact your Regional Manager or the CEO or COO at the Young Life Australia National Office.

Young Life Australia does not intend by this policy to create a contract of employment. Young Life Australia may modify this procedure at any time, or determine that it should not be applied in particular cases.