

Pathway to Conflict Resolution

Whenever a member of the New Brackett Church community finds themselves in an interpersonal conflict with another member, or with Church staff, they are encouraged to follow the steps on this Pathway toward resolution and reconciliation. It is important that conversations regarding conflict should be in person or on the phone, and confidential. Email and public forums are not appropriate venues.

Steps	Title	Description	Tips
Step 1	Personal Reflection	Self-reflection and empathy: The person who is feeling in conflict (Person A) spends time reflecting on the situation – what is her/his role in the conflict, what factors could be causing Person B’s behavior?	Try writing down what happened and why, to get it clear in your mind. Calmly try to put yourself in Person B’s shoes Sleep on it before jumping into action.
Step 1a	Support with self-reflection	Person A asks a member of the Right Relation Team (RRT) to be a listening ear to help them process their concerns. The RRT member will listen calmly, stay neutral and offer guidance, if asked, on ways to move forward.	
If step 1 has not resolved Person A’s sense of conflict/being out of right relations with person B, they may choose to move on to step 2			
Step 2	Person A meets with Person B	Address concern directly with other person calmly and clearly.	Calmly convey feelings using “I” statements. Be clear about issues. Listen openly, reflect back what you’ve heard. Speak from the heart.
Step 2a	Assistance with facilitation of discussion	Person A or B invites a RRT member to help facilitate the discussion between the two parties and assist each in understanding the issue(s)	
If step 2 has not resolved the conflict, or person B refused to participate in step 2, participants may choose to move on to step 3			
Step 3	Consult with RRT member(s)	If the above steps have not resolved the issue, either party may request a meeting with one or more members of the RRT to identify possible next steps. The RRT may help determine if the issue should be brought to the Board.	Be clear with the RRT and yourself that you want resolution. Discuss issues/concerns you feel remain unresolved.
Step 3a	Conflict referred to Board	Board conflict resolution process: Two Board members will be asked to conduct information gathering and bring a written report to Board. If the Board determines the issue meets criteria for Board action, the Board will agree on a plan, ranging from professional mediation to initiating steps of the Destructive Behavior Policy, and begin implementing the plan in a timely manner	