



## **Internal Conflict Resolution Policy 2TVR**

### **Conflict can arise for any number of reasons:**

- You may be having trouble understanding someone else's perspective on a radio issue.
- You may have different beliefs and values to someone else.
- You may have misunderstood certain rules with Program allocations.
- You may not like the way Station guidelines are laid out or implemented.
- Your needs may conflict with someone else's needs at the Station.
- You may not be happy about how someone is treating you as a volunteer.
- You may be feeling stressed or angry about something and that causes you to be confrontational.

### **Methods**

#### **Approaching the person you disagree with**

- Talking to the person about your disagreement can be helpful. In approaching them, it is a good idea to make sure it is in a constructive way, thinking about the points you want to express. Approaching the person is more often effective if you are calm and not angry.

## **Think about how safe it is to approach someone you are in conflict with**

- Approaching them in public may mean they are less likely to be violent or abusive. If they are likely to be violent or abusive, it may be best not to resolve it directly. Perhaps you could talk to them over the phone or send an email.

## **Gain an understanding of each other's perspective**

- To help understand why both parties are disagreeing, it may help to ask questions about their point of view and how they are perceiving it.

## **Explain how you feel**

- When you talk to the representing person you are in disagreement with, try to tell them how you feel. You can try to explain how you feel as a result of their opinion, try not to make statements about their perception of the problem.

## **Allocate time to talk**

- It can be easy to get back into an argument while you are trying to resolve it. One way to avoid this is by giving each other time to highlight each point of view. It may be easier to write your point of view down so that you can both read it and think about what the other has said. This way you can come back and discuss it.

## **Use a Mediator**

- You may need someone else to help you resolve a disagreement. You may ask for a Mediator to help you and the other party to get another perspective on the disagreement.

## **Agree to disagree**

- It is also possible to agree to disagree. It is not good to even necessary to agree with someone all of the time. It is very important to remember that most people are not confident or comfortable in dealing with conflict, however, they see it as an unnecessary distraction or interruption from what they are normally used to doing.

- Most people are of the opinion that it is far too stressful to handle or be involved in any form and would probably try to avoid it. Some may think that it is far quicker to deal with conflict with aggression. Aggression and avoidance will only lead to a greater level of conflict in the long run and also cause damage to any future co-operation, collaboration, contribution to the stations operations

## **Understanding**

- Those people involved need to understand what the conflict is about: what is the argument about, where is the anger coming from? You need to map out the conflict. Some people find it useful to draw a mud map – put the conflict in the middle – give it its own space and name it. Linking to the conflict is everyone else's perceptions of the conflict - the needs, fears and feelings about it. Give every individual in your team their own space too – and jot down their take on the situation. Everyone needs to say what they feel, and others need to listen and try on a little empathy.

## **Avoid making things worse**

- Take a firm hand in facilitating the meeting and ensure that people follow some basic rules:
- no put downs
- no personal remarks, sarcasm or remarks that could hurt feelings
- don't bring up the past – let's move forward
- no interrupting, shouting or raising your voice
- no taking sides
- use clear communication – everyone should own their own thoughts and feelings

## **Work together**

- All people involved need to agree on the rules and take turns in saying openly and honestly what they think and feel without blaming others. Use "I" statements like: "I feel put down when you..." rather

than “you make me feel...”. That way the person who speaks owns their own feelings and does not blame others. Talk quietly, gently and with purpose. It can be easier to control your emotions when you control your voice. Use active listening and reflective listening techniques.

### **Staff and Volunteers**

- Grievance Procedures apply in cases of disputes between members, volunteers and staff. Either party to the dispute may initiate grievance Procedures by notification to the station manager.
- Where conflict resolution meetings do not result in satisfaction of the disputing parties and/or resolution of the dispute, the matter will be referred to the committee of management.
- In all cases, disputes are to be resolved conscientiously and as soon as possible.
- Every case will be decided with regard for the overriding community interest.
- Where the committee of management is unable to resolve the dispute, a decision will be made on the necessity of mediation or conciliation by a third party such as Conflict Resolution & Dispute Mediation Services of NSW

### **Applicants**

- Where an application for membership has been rejected by the Management Committee, the rejected applicant can request (to the Secretary) written reasons for the rejection which will be forwarded in writing within 14 days of receipt of an application.
- The rejected applicant may apply in writing (to the Secretary) for an appeal of the decision through an ordinary general meeting of the Association, convened within 28 days of the date of receipt of the request.
- At an ordinary general meeting called to appeal rejection of an application by the Management Committee, the rejected applicant will have a right to be heard.