

## Pathway to Conflict Resolution

Whenever a member of the Northlake community finds themselves in an interpersonal conflict with another member, or with Northlake staff, they are encouraged to follow the steps on this Pathway toward resolution and reconciliation.

| 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.<br>Calmly try to put yourself in Person B's shoes without vilifying him/her.<br>Sleep on it before jumping into action. |
| Step 1a  | Support with self-reflection               | Person A asks a member of the Healthy Congregation Team (HCT) to be a listening ear to help them process their concerns. The HCT member will listen calmly, stay neutral and offer guidance.                          |   |
| 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 & clearly.  | Calmly convey feelings using "I" statements<br>Be clear about issues<br>Listen openly, reflect back what you've heard<br>Speak from the heart   |
| Step 2a  | Assistance with facilitation of discussion | Person A or B invites an HCT member to help facilitate the discussion between the 2 parties and assist each in understanding the issue to reach resolution. They should be open to hearing guidance from HCT member.  |   |
| If step 2 has not resolved the conflict, or person B refused to participate in step 2, person A may choose to move on to step 3            |  |   |   |
| Step 3   | Consult with HCT member(s)                 | If the above steps have not resolved the issue/concern satisfactorily, consult with 1-2 members of the HCT regarding next steps. HCT may recommend Board involvement.   | Be clear with HCT 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 conduct information gathering, bring written report to Board. Board agrees on a plan -- usually mediation, but could limit A or B's participation in the church. |   |

\* Note: conversations regarding conflict should be in-person, or on phone, and confidential. Email and public forums are not appropriate venues.