

# Conflict Resolution

*Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Should a situation persist that an employee believes is detrimental to their employment, they should work to follow the values and guidance described in our Covenant of Right Relations. Specifically, we ask that employees follow this basic three step process.*

- *Step One. When possible, discussion of the problem with the person involved in the issue should always be the first step. Trying to work through a problem one on one is often an effective way to handle conflict resolution. If that does not resolve the concern, or if the issue is with the employee's supervisor, or for any reason the employee is not able to address the issue directly, then the employee may proceed to Step Two.*
- *Step Two. An employee should meet with their immediate supervisor to work through the issue. They may also include a minister in those discussions. We encourage employees to strike a balance in ensuring direct communication and employee safety.*
- *Step Three. When this does not bring resolution, employees should follow the process outlined in the Grievance procedure described in this handbook.*

*Religious professionals are also encouraged to consult with the Good Officer within their professional association for further guidance and support.*

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