



Area: Human Resources

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Policy Title: Conflict Resolution

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Year of next review: 2024

The Board of the Hastings Highlands Public Library believes in promoting a proactive approach to dealing with interactions between staff members. Should an issue or conflict arise, and a staff member feels that it has not been resolved, there needs to be a process through which employees can communicate their concerns and arrive at a satisfactory solution.

As such, a committee will be formed to deal with conflict resolution, which will include two staff members, the CEO, and a representative from the Board. The committee will meet every month to monitor the status of issues of concern.

The following outlines the steps through which Library employees and the CEO will proceed to resolve a problem.

Step 1: The employee has a respectful, face-to-face conversation with the party/parties involved to make their concerns known. If the concern is resolved with the face-to-face conversation, the process ends with Step 1. If the concern is not resolved with the face-to-face conversation, the process proceeds to Step 2. If one or more of the parties involved refuses to participate, the CEO moves directly to Step 3.

Step 2: The person who initiated the process writes an email to the party/parties involved, within 72 hours, reiterating the content of their face-to-face conversation. A copy of the email will be sent to each member of the committee.

Step 3: The CEO formulates a plan of action and communicates that plan via email to the employee(s) involved and to the members of the committee, including a date by which it will be accomplished.

Step 4: The committee reviews the issues at its monthly meeting to verify that they have been resolved or, if they have not, to formulate a new plan to do so at the committee's discretion.

Step 5: The issues dealt with in the conflict resolution process will be reported to the Library Board at Board meetings. Ongoing unresolved issues will be managed by the Board pursuant to Library Board policies.