

Administrative Procedure 451.1

Workplace Conflict

1. Purpose

The purpose of this administrative procedure is to foster a working environment that supports respect, productivity and harmony as well as the early resolution of workplace conflict.

The Director of Education encourages staff members to raise concerns about workplace conflict to their managers or to human resources personnel, at an early stage to avoid breakdown of professional relationships and escalation of disputes.

2. Definition

Workplace conflict refers to workplace conduct/workplace interactions that are not addressed in Administrative Procedure 450 or Administrative Procedure 451 but nonetheless pose obstacles to the full achievement of a productive and harmonious workplace. Examples may include disputes and differences of opinion between co-workers, difficulty working harmoniously together and/or other disagreements or workplace tensions.

3. Application

Administrative Procedure 451.1 applies to all staff members of the Renfrew County District School Board.

4. Resolution Options

Where a workplace conflict has been raised to RCDSB management and/or human resource personnel, steps shall be taken to determine measures to respond to the concerns raised. Such measures may include, without limitation:

4.1.1 arranging for facilitated or unfacilitated discussions to take place to assist in resolving the matters between the parties;

4.1.2 arranging for mediation of the conflict; and/or

4.1.3 arranging for other strategies, appropriate to the individual circumstances, to restore and maintain a positive working environment.

5. **Mediation of Workplace Conflict**

Mediation of workplace conflict may occur where appropriate approvals have been obtained from the responsible superintendent.

Mediation is a confidential process conducted by a neutral third party. Any documents or information disclosed in the course of the mediation are maintained in confidence by the Mediator. All parties involved are also to maintain the confidentiality of all information disclosed to them in the course of a Mediation and are not permitted to use such information for other purposes.

Each party has a right to be accompanied and assisted during the Mediation by someone of his or her choosing. Any such support persons must agree to the same terms of confidentiality if they are to be involved. The parties may withdraw from the Mediation at any time.

A Mediation may result in a voluntary agreement to resolve the dispute based on mutually agreeable terms. This agreement may be shared with the responsible supervisor or manager for implementation purposes and to ensure adherence to the terms.

6. **Monitoring**

In cases where a plan of action is implemented following any dispute resolution process, supervisory or managerial staff members shall be provided with the terms of such plan and shall follow up by monitoring the situation, as appropriate.