



# KSWA BYLAW

TITLE: **KSWA CONFLICT RESOLUTION**

NUMBER: **KSWA 008**

Escalation of conflict and negative consequences can be minimised by using this bylaw early when a situation of disagreement or conflict initially occurs. This bylaw should be read in conjunction with Section 7 of the KSWA Constitution.

**1a. Where the issue is personal, members are to first address the issue with the person directly involved.**

To begin the process of engaging with others involved in conflict situations, it is often suggested to approach the situation by:

- Using a door opener such as 'I'd really like to clear this up, how about you?'
- Inviting the other person to engage in conversation in a non-threatening way.
- Arranging a mutually-agreed time and place when the atmosphere is calmer.
- Examining your motivations to determine whether you are genuinely committed to resolving or whether there is a pay-off for keeping the conflict going but appearing to make attempts to resolve and sabotaging them?

Some other tips:

- Take care with timing. Avoid rushing in until you are sure of your facts. Also avoid letting feelings build up too much.
- Arrange to talk to the other person at a time convenient for you both. Allow enough time to discuss the matters thoroughly. Interruptions or rushing off before you are both finished may add to your frustration. Find a place where you can sit comfortably and quietly for a time.
- Think beforehand what you want to say. Practise if necessary. State clearly what the problem is and how you feel about it, without blaming or interpreting the other person's behaviour. Leave your opinions about what should be done until you have heard their side of things.
- Give the other person a chance to state their position and feelings and to talk about what they think is causing the problem. Be prepared to listen.
- Let them know you hear what they are saying. You can reflect the feelings and content of what they say even if you don't agree, eg 'So you are saying...', 'you feel...'
- Be sure to get the whole problem out in the open. Leaving the hard bit or things that seem less important may affect the success of any solutions you try.
- Together suggest options for a solution. Discuss various options. Choose one that seems realistic and liveable to both of you.

**1b. Where either party (or both) is unsatisfied with the outcome of the above, a written submission about the personal issue can be made to their Branch Committee who will follow Section 7 of the Constitution in deciding whether to escalate the issue to the Executive Committee. Third party mediation may be offered to both parties at KSWA expense and discretion, to address the issue at a mutually convenient time.**

**2. In the event of non-personal issues, a member may make a written submission to their Branch Committee who will follow Section 7 of the Constitution in deciding whether to escalate the issue to the Executive Committee.**

AUTHOR	SIGNED OFF BY	DATE
Shona Macskasy	Executive Committee	21 <sup>st</sup> Dec 2021