

TOWN OF ANNAPOLIS ROYAL POLICY

Title:
Policy on Conflict Resolution

Policy No.:
2011-9

Supersedes: N/A

Effective Date:
September 19, 2011

Approval By Council Motion No.: 3


Purpose:

To facilitate the resolution of conflicts between residents and tax payers in Town by providing ten steps to conflict resolution.

Policy Statement:

In the event of a conflict being brought to Town Council or Town staff the following procedure will be recommended by way of a brochure and Town Council will not become further involved.

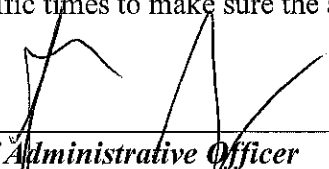
1. Talk directly: If there is no threat of physical violence, talk directly to the person with whom you have a problem.
2. Choose a good time and place: Discuss the conflict in a quiet place, when you and the other person are not busy and rushed.
3. Plan ahead: Think about what you want to say ahead of time.
4. Give Information: Explain the problem, state how the problem is affecting you and make a suggestion.
5. Don't blame or name call: Blaming and name calling will only upset the other person, and make it harder for them to understand your concerns.
6. Listen: During the discussion, relax. Give the other person a chance to tell their side of the story completely, and try to learn how he or she feels about the situation.
7. Show you are listening: Although you may not agree with what is being said, tell the other person you hear what they are saying, and are glad that you are discussing the problem together.
8. Talk it all through: Once you start, get all of the issues and feelings out into the open. Don't leave out the part that seems too "difficult" to discuss or too "insignificant" to be important. Your solution will work best if all the issues are discussed thoroughly.
9. Work on a solution: When you have reached this point in the discussion, be as specific as possible.
10. Follow through: Agree to check with each other at specific times to make sure the agreement is still working. Then really do it.



Mayor

2012.12.13

Date



Chief Administrative Officer

December 13, 2011

Date