

FCU Conflict Resolution Overview

Purpose: The purpose of this document is to provide a one-page summary and overview of Conflict Resolution guidelines for all congregants and staff of First Church Unitarian, Littleton.

Please refer to the **Conflict Resolution Procedural Guidelines** and other resources provided by the Conflict Resolution Committee for more detailed information.

Areas to be Addressed:

1. Disruptive behavior at an FCU event.
2. Unresolved conflicts adversely affecting others at FCU.
3. Conflicts involving church leaders and staff.
4. Philosophical, theological, cultural or policy differences.
5. Interpersonal difficulties due to differences and disagreements.

Roles and Responsibilities:

Congregants (members, friends, and visitors) are responsible for managing their own conflicts, seeking help as needed and offering assistance to others where appropriate.

Committee Chairs, Officers and Staff are responsible for identifying and addressing conflicts in their domain, responding to complaints and concerns, and seeking guidance and assistance as needed.

The Executive Team (Minister, Deacons and Standing Committee) has final authority for handling conflicts at FCU. Their primary conflict resolution role is deciding appropriate interventions involving church policies and church leadership. The Executive Team approves Conflict Resolution Committee members, mediators and trainers.

The Minister handles conflicts during worship and offers pastoral assistance to congregants. **The Deacons** handle decisions involving worship and the spiritual life of FCU. **The Standing Committee** handles decisions involving staff, finance and governance. **Management Contact People** are members of the Standing Committee each assigned to a specific staff person to facilitate communication and management coordination. **Committee Liaisons** are Deacons or Standing Committee members assigned to a particular committee to facilitate communication and coordination between the Executive Team and that committee.

The Conflict Resolution Committee develops and provides conflict resolution resources and recommendations, supports mediators, and recommends trainers and training programs.

Mediators offer assistance in resolving conflicts by listening and helping participants understand differing points of view, common ground and potential means of resolution.

Sexual Misconduct and Abuse: Any incidents of intimidation, coercion, sexual harassment, or verbal, emotional, sexual or physical abuse should be reported to the Minister, the Director of Religious Education or any member of the Sexual Misconduct and Abuse Response Team.

Confidentiality: All those involved in any ongoing conflict should strive to limit the sharing of information to only those who need to know in order to facilitate resolution.