

## **Conflict Resolution Process**

LSA has adopted the following guidelines for the resolution of conflicts involving its members, who are unable to work out a solution on their own. LSA will only follow this procedure when the grievance is determined to affect the mission and/or operation of the club.

**Step 1.** The grievance must be submitted in writing to the LSA board.

**Step 2.** The board will review the complaint and determine if LSA should be involved, using the following questions to guide the decision:

- What is the conflict?
- What are the issues involved in the conflict?
- Who are the people involved in the conflict?
- When did the conflict arise and how long has it existed?
- Is the conflict real, accurate or exaggerated?
- How important is it to solve the conflict?
- What would happen if the conflict is not resolved?

At its discretion, the Board may appoint an intermediary to discuss the issue with the relevant parties to the conflict, with the goal of finding a mutually satisfactory resolution of the problem.

If determined necessary, a panel of disinterested parties will be named to review the grievance.

**Step 3.** The review panel will gather facts by doing the following:

- Take time to formally gather information from those involved.
- Remember to keep emotions calm and focus on the issues.
- What do the parties involved want to see happen?
- What is best for the club?
- What would the board like to see happen?
- Summarize these findings in a detailed report.

**Step 4.** The review panel will recommend solutions.

- Identify several possible solutions to the problem.
- Come up with ways to implement the solutions
- What are the outcomes of each solution?
- Resolve the conflict collaboratively rather than adversarial.
- Narrow the solutions and come up with the top priority resolution.

**Step 5.** Select an appropriate solution.

- Determine the best solution for all involved.
- Allow parties to examine the top resolutions
- Educate parties and get agreement to participate in the process.
- Bring parties together and narrow the solution to a jointly agreed upon and owned solution.
- Get parties to commit to implement the resolution and set a specific date to meet and review the resolution.

**Step 6.** Follow up.

- A written report will be created to document all that transpired throughout the process, which will be kept on file for a period of 10 years.
- A follow-up meeting will be held with all involved to touch base and make certain the conflict has been resolved.
- Parties will be contacted to congratulate them on having collaboratively worked through a problem and the solution or action taken, allow the board to focus its attention on fulfilling its mission.

**Step 7.** If no resolution was reached, troubleshoot using the following steps:

- Determine that the right “objective” people were involved in the resolution process.
- Go back to the beginning and attempt to work through the process again. In other words, be sure that the people mediating are not part of the problem. Also be sure that all the people involved in the conflict are interviewed and are part of the process.
- Seek the advice of the membership liaison in your area.
- As a last resort, consult the U.S. Figure Skating Grievance Committee chair.