

Conflict Resolution Protocol for Schools

Purpose

To ensure that interpersonal conflicts within staff teams are addressed respectfully, constructively, and promptly to maintain a positive school environment.

Step 1: Self-Reflection

Goal: Gain clarity before addressing the issue.

- Consider the nature of the conflict: Is it based on misunderstanding, miscommunication, behavior, or unmet expectations?
 - Ask yourself:
 - What am I feeling, and why?
 - What part did I play in the situation?
 - What do I want as a resolution?
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Step 2: Direct and Private Conversation

Goal: Resolve issues at the interpersonal level first.

- Speak directly to the person involved.
 - Choose a private, neutral, and calm setting.
 - Use "I" statements rather than blame (e.g., "I felt overlooked in the discussion" instead of "You ignored me").
 - Be specific, respectful, and solution-focused.
 - Practice active listening — allow the other person to speak without interruption.
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Step 3: Seek Mediation (If Needed)

Goal: Facilitate a productive dialogue if Step 2 does not resolve the conflict.

- Contact a neutral third party (e.g., a team leader, coordinator, or counselor).
 - The mediator facilitates respectful discussion and helps both parties identify common ground.
 - Establish shared expectations and possible solutions.
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Step 4: Documentation (When Required)

Goal: Keep a record if the issue persists or escalates.

- Write an objective summary of the concern, conversation(s), and agreed next steps.
 - Submit to a school leader or HR if necessary.
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Step 5: Administrative Intervention

Goal: Involve leadership when informal resolution is not possible.

- The school leader will review the issue and meet with the parties involved.
 - A formal action plan may be developed, including timelines, follow-up meetings, or professional development.
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Step 6: Follow-Up

Goal: Ensure the conflict has been resolved and does not recur.

- A check-in is scheduled within 2–4 weeks.
 - Reflect on:
 - Has communication improved?
 - Are agreed changes being upheld?
 - Is additional support needed?
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Guiding Principles

- **Confidentiality:** Handle all discussions with discretion.
- **Empathy:** Assume positive intent and consider others' perspectives.
- **Respect:** Maintain professionalism at all times.
- **Accountability:** Own your role and actions.