



Health and Safety

for congregations

Conflict

Group relationship conflict refers to interpersonal disagreements and friction which can arise from differences in personal style, values, and norms. Conflict can escalate if not addressed and give rise to hurtful and harmful behaviour.

- Model respectful behaviour, and encourage others to do so. Uphold the code of conduct
- Respond to unreasonable behaviour as soon as it arises, ask the Synod People and Culture team for assistance if needed
- Ensure that people are treated fairly and equally, and supported to resolve issues in a positive and safe way
- Monitor the work environment for potential disagreements, factors or situations that may result in conflict and address these promptly
- Provide sufficient opportunities for workers to get to know each other and build positive relationships
- Implement and enforce a code of conduct so that everyone is aware of appropriate behaviours
- Help leaders develop skills to identify and manage conflict situations