

# Pathway to Conflict Resolution

Whenever a member of the Unitarian Universalist Community of Charlotte finds themselves in an interpersonal conflict with another member, or with UUCC staff, they are encouraged to follow the steps on this Pathway toward resolution and reconciliation.

Steps	Title	Description	Tips
Step 1	Personal Reflection	Self-reflection and empathy: The person who is feeling in conflict (Person A) spends time reflecting on the situation -- what is her/his role in the conflict; what factors could be causing Person B's behavior?	Try writing down what happened and why, to get it clear in your mind. Calmly try to put yourself in Person B's shoes without vilifying him/her.  Sleep on it before jumping into action.
Step 1a	Support with self-reflection	Person A asks a member of the Right Relations Team (RRT) to be a listening ear to help them process their concerns. The RRT member will listen calmly, stay neutral and offer guidance.	
If step 1 has not resolved Person A's sense of conflict / being out of right relations with person B, they may choose to move on to step 2			
Step 2	Person A meets with Person B	Address concern directly with the other person calmly & clearly.	Calmly convey feelings using "I" statements. Be clear about issues Listen openly, reflect back what you've heard. Speak from the heart
Step 2a	Assistance with facilitation of discussion	Person A or B invites an RRT member to help facilitate the discussion between the 2 parties and assist each in understanding the issue to reach resolution. They should be open to hearing guidance from RRT member.	
If step 2 has not resolved the conflict, or person B refused to participate in step 2, person A may choose to move on to step 3			
Step 3	Consult with RRT member(s)	If the above steps have not resolved the issue/concern satisfactorily, consult with 1-2 members of the RRT regarding next steps. RRT may recommend Board involvement.	Be clear with RRT and yourself that you want resolution. Discuss issues/concerns you feel remain unresolved.
Step 3a	Conflict referred to Board	Board will address as appropriate.	

\* Note: conversations regarding conflict should be in-person, or on phone, and confidential. Email and public forums are not appropriate venues.

SOURCE: Unitarian Universalist Association - <https://www.uua.org/leaderlab/rrt-charter>