

CONFLICT RESOLUTION SUPPORT

When engaging with others in something you're passionate about, it's not unusual to find yourself faced with situations where disagreements occur and conflict can arise.

OPTIONS TO DEAL WITH CONFLICT

You might recognise some of the following behaviours when you are faced with conflict:

Competing	You try to satisfy your own concerns at the other person's expense.
Avoiding	You sidestep the conflict without attempting to address and resolve concerns.
Accommodating	You try to satisfy the other person's concerns at the expense of your own.

At **UUSU** we advocate the following behaviours to resolve conflict:

Collaborating	You try to find a win-win solution that satisfies the concerns of everyone involved.
Compromising	You try to find an acceptable solution that partially satisfies both individual's concerns.



HANDLING INFORMAL ISSUES WITHIN A COMMITTEE

If an issue arises between committee members, it is the role of the society chairperson to mediate a discussion to resolve the issue (if a committee member has an issue with the chairperson, the society secretary should be asked to mediate).

If the problem escalates or if the situation is not resolvable between the committee themselves, please reach out to your Societies Coordinator who will offer to mediate.

HANDLING INFORMAL ISSUES RAISED BY A MEMBER

If you are aware of a complaint within your society, you should aspire to resolve the problem swiftly, ensuring that the society is a safe and enjoyable space for everyone involved. The chairperson may be required to mediate discussions, act on feedback and/or change the way the society delivers activity.

If the problem escalates or if the situation is not resolvable between the committee and the member(s) please reach out to your Societies Coordinator who will offer to mediate.

Issues which are addressed informally outside of the official UUSU complaints procedure will not usually have a direct impact on the running of the society unless the issues remains unresolved and/ or is escalated. However, the UUSU societies coordinator may suggest rescheduling activity to support conflict resolution, eg. bring forward an AGM or postpone an event.



HANDLING A SERIOUS ISSUE

If a committee member or a member raises an issue where it is felt that a breach of the **UUSU Code of Conduct** may have taken place, they should refer to the UUSU complaints procedure [here](#). Committee members are not expected to handle serious issues themselves.

HANDLING A DISCLOSURE

If a student discloses personal, concerning or sensitive information about themselves, others or a situation, you should advise them that you are not best placed to provide them with support and should instead signpost them to support [here](#).

