

COMMUNICATING WITH OTHERS

When working with others on something you're all passionate about, it's normal for disagreements or challenges to arise. What's important is how you communicate and work together to address issues, so they don't develop into conflict.

COMMUNICATING ONLINE

We recommend that Society Reps and members meet in person regularly where possible. However, we understand that society communication between reps, and with members, may take place online through group chats or forums.

Even in these more informal online spaces, all students are expected to adhere to the **UUSU Code of Conduct** to help ensure a safe, respectful, and inclusive environment for everyone.

Top Tips:

- **Set clear expectations**
Consider sharing your expectations around behaviour in the chat and pinning them so everyone can easily refer back to them.
- **Start fresh each academic year**
Set up a new group chat each year so only current students with society membership are members of the chat.
- **Keep content relevant**
Use the chat for society related updates and conversations that are relevant to reps and members.
- **Be clear about response times**
Be open with one another about when replies can be expected. For example, you might agree that messages won't be responded to between 9pm and 9am.
- **Remember not everyone will join**
Not all members will want to be part of a group chat, but they may still want to stay informed. Make sure key information is also shared via email, social media, and listed on the UUSU website.



Include a link to your group chat in your member welcome email so everyone can join in and get involved if they'd like to.

INAPPROPRIATE CONDUCT ONLINE

If you feel that a message or content shared by a student in any online space is not appropriate or not relevant to the society, it should be removed. The EDI and Wellbeing Rep should explain why the content has been removed, either within the group chat or by contacting the member privately.

They should refer the student to the [UUSU Code of Conduct](#), which outlines the standards of behaviour and expectations for all members.

If the same issue occurs repeatedly with the same individual, they may be removed from the group chat and contacted privately to explain that advice is being sought from UUSU. Please reach out to a member of the Student Activities Team who will support you in managing and resolving the situation.

INAPPROPRIATE CONDUCT IN PERSON

If a student behaves inappropriately at a society activity, the EDI and Wellbeing Rep should be informed. The student should be referred to the [UUSU Code of Conduct](#), which sets out the expected standards of behaviour for all members.

If the issue continues with the same individual, and it is safe to do so, the EDI and Wellbeing Rep may ask the individual to leave the event. Please contact the Student Activities Team for guidance on managing and resolving the situation.

MANAGING CHALLENGES

Reps may sometimes find it challenging to work together due to different personalities, communication styles, or ways of working, which can occasionally lead to clashes or misunderstandings.

You may recognise some of the following behaviours when you're faced with a disagreement or issue between members.

Competing	Someone focuses on meeting their needs, even if it comes at the expense of others.
Avoiding	Someone sidesteps the conflict rather than addressing or resolving the issue.
Accommodating	Someone prioritises another person's needs over their own.

At UUSU, we encourage the following approaches to deal with disagreements or challenges positively and respectfully.

Collaborating	Students work together to find a win-win solution that meets the needs of everyone involved.
Compromising	Students aim for a middle ground, with each person giving up something to reach an acceptable solution.



If you are concerned about a safeguarding incident, please contact the UUSU Safeguarding Officer immediately.

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RESOLVING ISSUES AND DISAGREEMENTS

- If a disagreement or issue arises between society reps or between a rep and a society member, the EDI and Wellbeing Rep should oversee a discussion to help resolve the issue.

If the issue involves the EDI and Wellbeing Rep, the Events & Activities Rep should step in instead.

- If the issue escalates or cannot be resolved, please contact a member of the Student Activities Team. They will support an informal discussion between those involved, with the aim of reaching a resolution.

You can review more about society disciplinary procedures here:

Society Regulations

- If the matter is serious, it may be escalated to a formal meeting involving HR and the Head of Service or referred for a full investigation.

You can review the full disciplinary procedures here:

Member Code of Conduct and Disciplinary Scheme



Good communication is key to effective teamwork