

## **GUIDELINES FOR WORKING GROUP SUPPORT INTERVENTIONS IN CONFLICT**

1. When a person approaches a Working Group Support (WGS) member, regarding a conflict, the WGS member states the first step of Conflict Resolution in WNYT is to speak directly to the person(s) with which they are in conflict.
2. If the person requests help from the WGS member, the WGS member clarifies whether they are being asked to help as a private individual or as a member of WGS. If asked to help as a WGS member then we state that the primary criteria for WGS in a conflicted situation is that each party will be able to listen to the other person's point of view and acknowledge the truth of it for that person, even if they don't agree with that person's perspective.
3. The WGS member informs the person asking for help, that the WGS member may bring the issue to the entire working group for discussion. When that occurs, the WGS member asks for a description of the conflict in writing and written permission to discuss it in WGS.
4. If the WGS member responds in any manner other than stated so far in this guideline or takes any personal action, the WGS member is choosing to act independently outside of the structure and guidelines of WGS and must so inform the person(s) asking for help.
5. If a WGS member receives an email that is referencing a conflict: whether it is open at the time, closed at the time, or new; the WGS member acknowledges receipt of the email via return email and refers to WGS policy regarding responding to solicitation for assistance or intervention for a conflict. (See #1,2,3 above.) When the WGS group is addressing an "open" conflict, email is only used for scheduling meetings or making approved group recommendations to conflicted parties.
6. WGS recommendations can only be made if the WGS group has a quorum of four WGS members in attendance at the time of the decision unless another number is decided by all of the group members.
7. All members maintain strict confidentiality when discussing a current (or open) conflict as defined by the group as follows: discussion only with other WGS members, no discussion with intimate partners, friends, relatives or other people. If a WGS member feels they cannot abide by the above recommendation, the member must discuss this with the WGS group.
8. If a person requests WGS help with a conflict and a member of the WGS group is perceived by that person as being involved in the conflict, the person requesting help has the choice of asking the WGS member to physically remove themselves from participation in the discussion or to be physically present but not engage in the discussion.
9. WGS members will not make personal or private contact with parties in conflict when the conflict is an "open" issue in the WGS. If the issue is closed or not "open" in the WGS, the WGS member must inform the person that they are speaking as an individual not as a WGS member. Under these circumstances, the WGS member must maintain the confidentiality of other members of the WGS group.

10. Conflicts which are “open” in the WGS group will be time limited and closed after a determined period of time (as decided by the group) and the conflicted parties will be so informed.
11. The minutes of WGS when discussing an open conflict do not include specific details regarding the conflict (other than the names of the parties involved) and any records that are kept regarding the conflict are confidential.
12. All WGS members agree to learn and utilize non-violent communication skills when communicating their thoughts, feelings, and actions regarding an “open” conflict. Creating and maintaining an atmosphere of safety and respect for all people involved in the conflict whether or not they are present in the meeting, or during a conversation is a priority of the WGS.
13. If a WGS member knowingly violates any of these recommendations, the member brings that to the group for discussion. If a WGS member has reason to believe that another WGS member has violated these recommendations, the WGS member states their concern to the WGS member and brings their concern to the WGS group.
14. These guidelines are shared with all WNYT members.