

## IV. Internal Conflict Policy (Code 1.5)

### A. Purpose

- 1) The purpose of this document is to provide an avenue through which employees, volunteers, and their managers, can resolve work-related complaints as they arise.
- 2) The preferred process involves workers resolving issues to their satisfaction internally, without feeling they must refer to external organisations or to authorities for assistance.
- 3) Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

### B. Policy

- 1) 1WAY FM encourages its workers to resolve any issues or concerns that they may have at the earliest opportunity with each other.
  - a) Just talking about a perceived problem may be enough to resolve it.
  - b) Before raising a problem, think about possible solutions for discussion.
- 2) If the matter fails to be resolved between workers, they should consult with the General Manager before referring it to mediation.
  - a) If the General Manager is involved the Board may be consulted.
- 3) Workers should feel comfortable discussing issues with the General Manager.
- 4) If an issue is not resolved between the parties, the General Manager should adopt the following principles to achieve an effective resolution:
  - a) Treat everyone with respect and consideration.
  - b) Avoid "heat of the moment" decisions made in anger or frustration.
  - c) Clarify the facts to prevent misunderstanding, making any assumptions, or allowing the matter to be clouded by emotions.
  - d) Offer the worker the opportunity to have a support person present when the problem is discussed, if this is appropriate.
  - e) Listen to all versions of any event/s.
- 5) All formal avenues for handling of grievances will be fully documented by all parties involved in the mediation process, and the workers' wishes will be considered in determining the appropriate steps and actions.
- 6) No worker will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.
- 7) This Policy applies to all workers of 1WAY FM.

Approved by the Board of Canberra Christian Radio Ltd at its meeting on 19 August 2019