

WCD CONFLICT RESOLUTION

This process is designed to complement and implement the Conflict Management Policy of the C&MA in Canada.

Prior to considering the introduction of a Conflict Resolution Team, address the conflict of the lowest possible level as suggested by the C&MA policy.

The Districts Action Guide for Resolving Relational Conflict are tools designed to help people/churches address conflicts before they move to a level requiring a Conflict Resolution Team.

This policy addresses the process requiring a Conflict Resolution Team.

1. THE DISTRICT SUPERINTENDENT OR COACH MEETS WITH THE PASTOR AND ELDERS TO EVALUATE THE ISSUE AND PROPOSE A SOLUTION TO THE CONGREGATION.

- 1.1 The DS/Coach outlines the resolution policy with the leadership team.
- 1.2 The DS/Coach indicates they are willing to come with a Conflict Resolution Team, generally made up of four people, two clergy, and two lay people – one person being female.
- 1.3 The leadership of the church must approve the Conflict Resolution Team and their report before the Conflict Resolution Team comes to do their work. This process will be the final avenue of appeal through the WCD (Western Canadian District).
- 1.4 The DS/Coach or representative of the Board will announce to the congregation that they have asked the District to be involved this way and invite anyone to participate.
- 1.5 When the Conflict Resolution Team comes, individuals and couples [not groups] will be given 15 minute appointments to meet with the Conflict Resolution Team.
- 1.6 Sign up sheets will be available at the conclusion of the church service in which the announcement was made or they can call the church office to book a time that is convenient to them. Those who have left the church will also have opportunity to come and meet with the Conflict Resolution Team.
- 1.7 People are encouraged to come prepared. They are welcome to leave a written statement for the Conflict Resolution Team.
- 1.8 The leader/church agrees to submit to the ruling of the Conflict Resolution Team.
- 1.9 The three questions the Conflict Resolution Team will ask during the 15 minute meeting are:
 - a. What do you like about the church?
 - b. What are the issues?
 - c. What outcome is required for a solution?

2. THE DS/COACH MEETS WITH THE PASTOR AND ELDERS, CLARIFYING THE PROCESS AND INTRODUCING THEM TO THE CONFLICT RESOLUTION TEAM.

- 2.1 The DS/Coach leaves the work in the hands of the Conflict Resolution Team. The DS/Coach does not speak with the Conflict Resolution Team during the interviews, unless to clarify function and authority.
- 2.2 The Conflict Resolution Team meets with the pastor/elders. [They speak as a leadership team.]
- 2.3 The first individual meetings with the Conflict Resolution Team are with the pastors.
- 2.4 The elders are invited to make individual appointments –with their spouses if necessary. [The Conflict Resolution Team meets with individuals or couples but never more than two people.]
- 2.5 The Conflict Resolution Team stays together as a team to meet with individuals – the Conflict Resolution Team does not split up and do individual meetings.
- 2.6 The chairperson and secretary for the Conflict Resolution Team will be appointed by the DS/COACH. [It is very important to keep accurate notes.]
- 2.7 The Conflict Resolution Team will pray with individuals at each one of the meetings.
- 2.8 These meetings are not the time for the Conflict Resolution Team to speak into the lives of the people. Listen to the issues, ask for clarifications but do not pastor them.

3. STEPS TO TAKE WHEN THE INTERVIEWS ARE DONE.

The Conflict Resolution Team writes a report, which contains the following:

- a. Outline of the process taken.
- b. What did we hear? They list all they heard - positive and negative.
- c. List what they feel are the surface issues in the church.
- d. What are the underlying issues, if they are not dealt with?
- e. What are the recommendations for resolution?

The Conflict Resolution Team lists all the recommendations and sends the report to the DS/Coach. When the DS/Coach is satisfied with the report he will return to the church for meetings:

- a. The first meeting is with the Senior Pastor/pastoral staff.
- b. The second meeting is with the Elder's Board, and if possible, the Senior Pastor.
- c. The third meeting is with the congregation. A special meeting is called - the DS/Coach or chairman of the Elder's Board would give a summary report appropriate for the whole congregation.

The reports are not circulated to the congregation. Only one copy is left for the church records.

Once the report is presented to the DS/Coach the Conflict Resolution Team is disbanded. Their work is done.