FELTON FIRE PROTECTION DISTRICT

STANDARD OPERATING PROCEDURES

ARTICLE: 1 SOP: 1115

SECTION: 1100 PERSONNEL

SUBJECT: Conflict Resolution among Members

All members shall familiarize themselves with, and be obedient to this process for the resolution of conflicts between members of the Felton Fire Protection District.

**Process:** When a conflict occurs between members of the Felton Fire Protection District, the following process shall be followed. The intent of this process is to properly resolve a conflict between members.

1. Keep the matter private.
   1. This conflict is between two people and must remain private between these two.
2. Be meek and gentle.
   1. Humble, humility is needed otherwise a defensive reaction will occur.
3. Prepare and Practice.
   1. Know what you are going to say and how you are going to say it (step2).
   2. Practice what you want to say and how you will say it.
   3. Preparing may include setting a time and place to meet with the other person.
4. Affirm first.
   1. Affirm the other person as a valued member of Felton Fire and for the good of the person, yourself and everyone at Felton Fire, this conflict needs to be address and resolved.
5. Forgive.
   1. If resolution is met, forgive the person. Don’t hold a grudge or make it harder for the person in the future. Move on and let it go.
6. If the conflict is resolved in the first 5 steps, you have done well. If the conflict was not resolved during the first 5 steps, following these next steps.
   1. Ask one or two others to go with you to witness your interaction with the other person.
   2. These witnesses are going with you to witness the process (steps 1-5). They are not going with you to “gang up” on the other person.
   3. Repeat steps 1-5 in this process with the other person while the witness(s) watches. The witness may correct and/or aid you in keeping to the process. Example: The witness might point out that you have told numerous people about this conflict and have violated the first steps by not keeping the matter private.
7. If the conflict remains after the above process, you may bring this matter to the Fire Chief. The Fire Chief will:
   1. Schedule a meeting with the persons having a conflict.
   2. Hear both sides of the issue
   3. Make a decision regarding the conflict

Conflict resolution is difficult. Personalities, mannerisms, character traits, values vary from person to person. Not all people will agree and see things the same. Tack and skill are needed when presenting a conflict or a possible rebuke of his/her conduct to another. Pointing out a flaw to another is risky. The other person may resent your thoughts, words and actions.

Regarding keeping the matter private, this is perhaps the most abused step of the process. Most people will gossip and slander another person as they talk about the conflict with some other person who is not involved. Gossip and slander tears down, there is no last good that comes from gossip and slander. “Talk to people, not about people.”

Although risky and difficult, conflict resolution is needed and worth the effort. Follow the steps above with humble attitude and conflict resolution will occur.

Dated: October 29, 2013

Ron Rickabaugh, Fire Chief