**PURPOSE OF THIS POLICY:**

* Provide consistent and transparent manner by which chapter members and leaders are able to mitigate and resolve conflict at the Chapter (local) level
* Enable chapters to resolve conflict quickly, while still maintaining service/value delivery to members
* Establish process for information gathering, facilitated dialogue, negotiation of resolution, and acceptance of resolution.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP of Governance and Policy

**THIS POLICY APPLIES TO:**

Chapter members and non-chapter members

**POLICY WORDING:**

* Chapter Boards have the responsibility and authority to address and resolve requests for conflict resolution. The board is not authorized or responsible for resolving conflicts that have not been submitted via the local chapter conflict resolution process.
  + The Board shall ensure there is a fair and transparent process for resolving conflicts:
    - Ensures consistent and regular communication to all and only to the parties involved in the conflict
    - There cannot be any “backroom negotiation” – consistent messages given to all parties
    - It will respect privacy and confidentiality at all times
    - It will provide timely resolution of the conflict
    - Ensure respectful communication – preserving relationships; protect personal and professional reputation
    - I will uphold interests of the chapter membership at all times during the conflict resolution process. For example, inappropriate to damage chapter standing or ability to deliver value/service to members during the resolution process
    - If the conflict cannot be resolved locally in good faith, the chapter must escalate in accordance with PMI’s Conflict Resolution Program
    - The chapter shall ensure there is an elected or appointed Board level role responsible for developing, implementing and monitoring the local conflict resolution process
  + The Board is authorized to appoint a neutral party to facilitate resolution in accordance with their local conflict resolution process.
* The chapter shall establish criteria for the board to use in selecting neutral parties (for facilitation):
  + Unless otherwise specified under current duties of elected officers (i.e. VP of Governance), the neutral party selected must not hold an elected or appointed position, with exception of Past President
  + The neutral party(ies) must Complete a Conflict of Interest form (similar to those the Board completed) to confirm neutrality and a Confidentiality Agreement
  + The position is strictly a volunteer role
  + Must have demonstrated facilitation skills and emotional intelligence. Legal skills are not absolutely required
  + Does not have to be a member of the chapter
  + Must not be a party or related to the dispute in any way
  + The facilitator is authorized and required to:
    - Reach out to all named parties in the conflict to conduct information gathering interviews, clarification, request relevant documentation from the Chapter board
    - Present a recommendation for resolution for acceptance by the parties and the Board
    - Document final agreement (i.e. next steps can be agreed resolution or to escalate) containing official observations and findings
    - Regularly report out to the Board liaison (designated person responsible for Governance) and all parties regarding progress
    - Upon completion of the facilitation, securely destroy working notes
  + The facilitator is released of responsibilities upon delivery of final finding(s) and recommendation(s) and secure destruction of working notes
* The chapter shall establish communications and protocols for members to submit a conflict for resolution:
  + Will provide forms to capture and provide consistent information throughout conflict resolution process. For example, used by facilitator
  + It will provide timeline for communications throughout the process
  + It will use consistent templates for communicating progress through the process
    - Acknowledge receipt of forms
    - What to expect throughout the process
    - Introduction of facilitator
  + Location and steps for accessing forms/instructions required by the conflict resolution process.
* The chapter shall establish process for escalating to PMIs CR program in the event local resolution of the conflict is not possible:
  + The Board Governance Liaison (whoever is responsible) documents that although a good faith effort was made to resolve the conflict at the chapter level and at least one party requests escalation
  + If one or more parties request escalation, the Board Governance Liaison initiates escalation in accordance with the PMI Conflict Resolution Program and turns over all the facilitator’s official documentation within 15 days
* The chapter shall establish process for information gathering, facilitated dialogue, negotiation of resolution, and acceptance of resolution.

This policy was approved by majority Board vote on: 3/4/14

Revision History:

Conflict Resolution Template: 