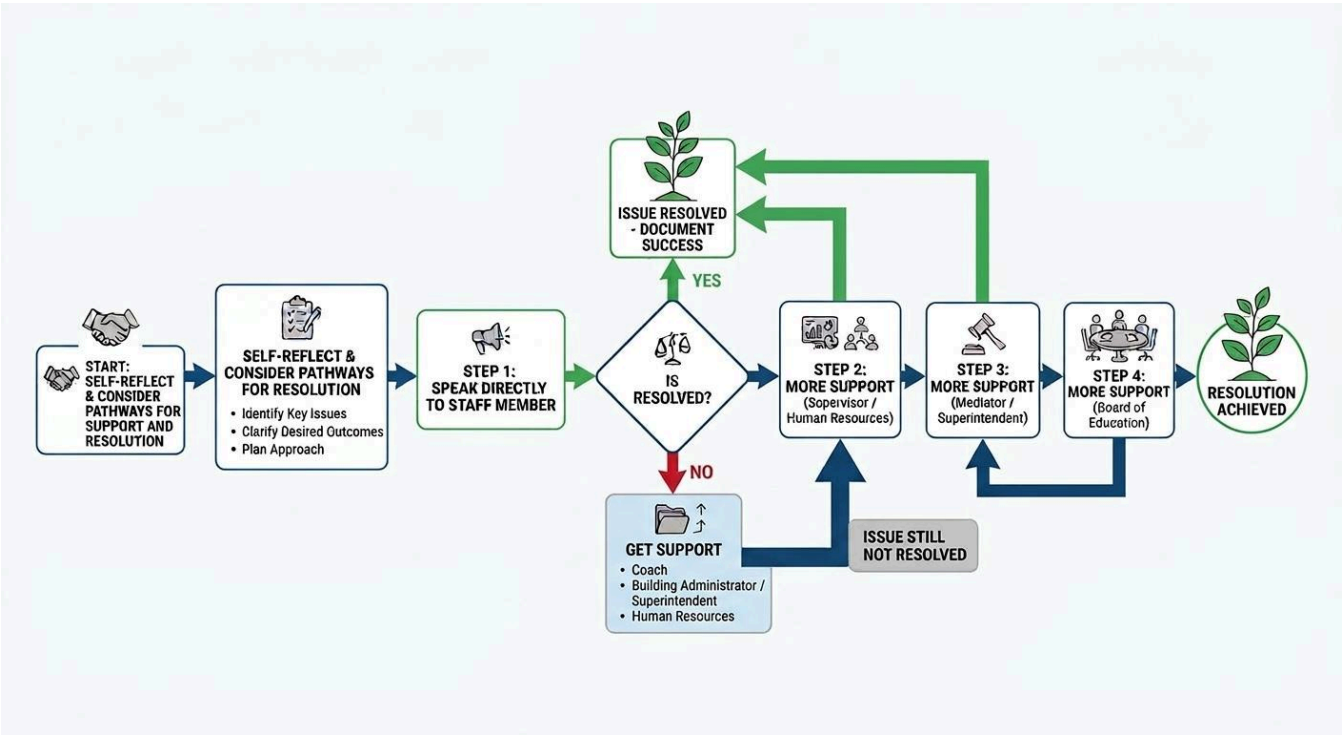
Mancos School District Concern and Conflict Resolution Process for Staff (26.27 DRAFT)

At Mancos School District, we value every employee and are dedicated to treating everyone with dignity, respect, and fairness. When conflicts or concerns arise, we stand firmly committed to supporting employees in an inclusive environment where every voice is heard, differences are honored, and everyone is treated equitably. *(Board Policies AC, GBK).* In all of our communications and interactions, we are guided by our Community Agreements:



The purpose of this concern or conflict resolution process is to provide a clear, structured approach for addressing and resolving workplace concerns or disagreements. By following these steps, parties should feel heard, valued, and empowered to contribute to mutually acceptable solutions. The goal is to address issues early, while also providing a clear path for resolution. Each step outlined below is designed to promote communication, accountability, and support while minimizing unnecessary escalation.

Concern and Conflict Resolution Process Overview:



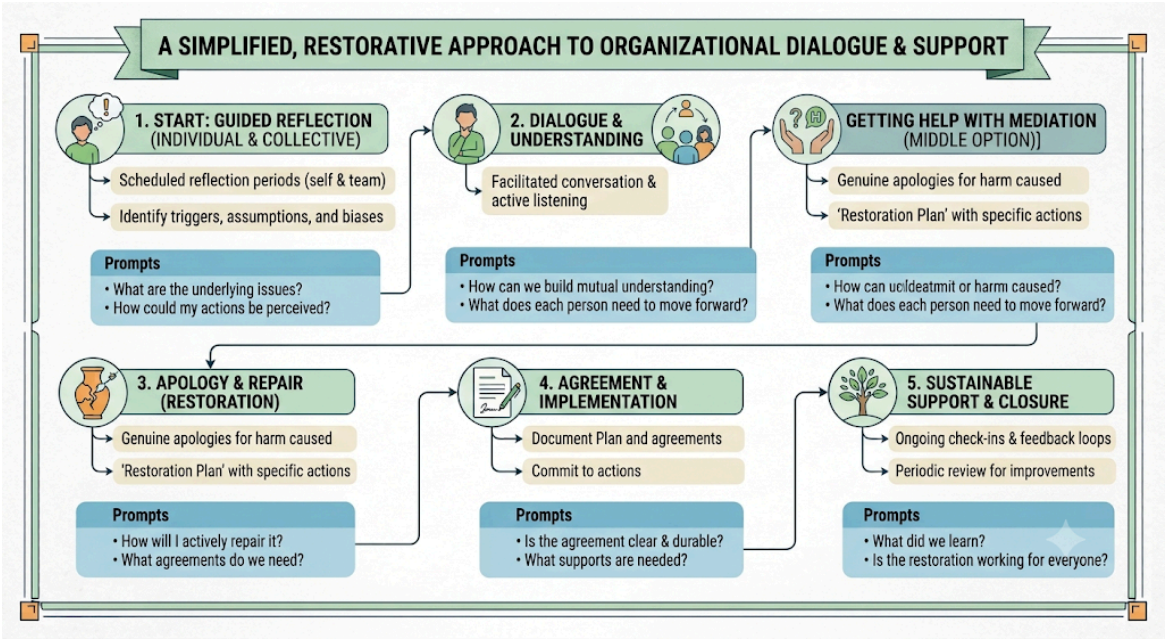
PROCESS DETAILS

Self-Reflection

- I have taken time to calm down and reflect on the situation.
- I have identified the core issue, not just the surface behavior.
- I have considered the fact that I may have played a part in this concern or conflict.
- **I have reached out for support and to report if I am feeling unsafe or threatened in any way.**

Speak Directly to the Person

- Self-Check: Are you open to listening and sharing in a respectful, honest, and safe space?
- Schedule the conversation within **24–72 hours** of the conflict occurring to maintain relevance without rushing emotions. Schedule your conversation carefully to avoid high-stress times (e.g., before class, during transitions, or end-of-day fatigue). Choose a private, neutral location.
- Plan what you'll say:
    - Use **"I" statements** (e.g., "I felt hurt when...") instead of blame-based language.
    - Frame and connect your concerns to our Crew Agreements and/or The Bluejay Way
    - Consider what resolution might look like for you and the other person.
    - Be ready to **listen as much as you speak**.
- You're ready! It takes courage to address concerns and conflicts directly. We wish you the best.



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Get Support

- Inform your supervisor or a conversation coach of the conflict and request support to address the issue.
- At the discretion of you, a conversation coach or supervisor, either option below may be appropriate:

Option 1: Conversation Coaching

- Rehearse your conversation with your supervisor or a trained staff “conversation coach”.

Option 2: Restorative Conversation

- Supervisor or conversation coach holds a restorative conversation with both parties following a Restorative Conversation protocol.
- A "No-Repercussions Agreement" may be signed to promote open and safe dialogue

More Support

- If the Restorative Conversation is not successful, you may need to continue with a mediation process. A mediation process can be done in person with a mediator ***or*** through a mediator when being in the same space with the individual is not possible for facilitation or safety reasons.
- Request Restorative Mediation to Human Resources.

Formal Grievance

- If an employee has decided that their concern or conflict is not resolved and needs to move to a formal complaint or grievance, the Organizational Structure and Support Pathways (formally Chain of Command) must be respected and followed.
  - Organizational Structure and Support Pathways:
    - Staff Member
    - Building Administrator or Immediate Supervisor
    - Human Resources Director
    - Superintendent
    - Board of Education
  - Staff Concerns/Complaints/Grievances:
    - GBK Grievances; GBK-R Grievance Form
    - AC - Non-Discrimination/Equal Opportunity; AC-R-2: Harassment and Discrimination form
  - Issue will be escalated to administration via official grievance procedure
  - May involve formal investigation and/or HR
  - Final decisions are made based on policy and documentation from prior steps
  - Grievances will be permanently stored for record-keeping purposes in personnel files

Summary:

- **At any time, reach out for support from a supervisor or trusted colleague, and please report if you are feeling unsafe or threatened in any way.**
- When conflicts or concerns arise, we stand firmly committed to supporting employees in an inclusive environment where every voice is heard, differences are honored, and everyone is treated equitably.
- The Mancos School District Conflict Resolution Process will be reviewed annually.



**Concern/Conflict process images generated by Gemini AI*