

WEFT 90.1FM Champaign

Conflict Resolution Process (CRP)

Invoking the Procedure

Conflicts between parties can be brought to any member of the CRC. This includes parties not directly involved in the conflict.

The member determines if the following two prerequisites are fulfilled:

1. The complaint identifies an instance of hostile or harassing behavior.
2. The complainant confirms that they feel adversely affected by the behavior.

If the prerequisites are satisfied, then the member explains the Conflict Resolution Procedure outlined below and, if requested by the complainant, immediately begins the Procedure. If the prerequisites are not satisfied, the member should attempt to identify other options for resolving the complaint.

Timeliness: All duties of Conflict Resolution Committee members in this Procedure are to be completed as swiftly as possible, without any undue delay.

Mediation

If mediation becomes necessary, the CRC member initially contacted documents the conflict as described to him or her. A Conflict Resolution Team (CRT) is formed, consisting of one member of the CRC to represent each party in the conflict, and one CRC member to act as Mediator. Each party to a conflict must have a representative.

The CRC member initially contacted chooses other CRC members to contact all other parties and write down each party's account of the conflict. Each other party chooses a separate representative. The mediator is chosen by agreement between the representatives and all parties.

Once a Mediator is chosen, no member of the Conflict Resolution Team may be replaced unless they resign, they are removed by the Board of Directors, or the change is agreed to by all Parties.

The mediation process should result in a clear understanding of the events underlying the conflict, a determination of what behavior, if any, must change after the CRP has concluded, and the consequences of violating the conclusions of the CRP.

Documentation

The mediation process shall be documented in writing, signed and dated by all parties and CRT members. No other attendees shall be present at mediation meetings unless all members of all parties agree to their presence (and then only as long as this agreement persists).

All documents from the CRP are confidentially stored in a secured file cabinet at WEFT that is accessible to both current BOD members and the Station Manager to be used for BOD business. Any two authorized persons must be present in order to examine the files.

Goals

Throughout the entire process, the goal of the CRT is to resolve the conflict to everyone's satisfaction -

that is, if the CRT determines that a party's behavior must change, that party should be comfortable with the decision reached. All CRP proceedings are confidential, as is the existence of the conflict itself, with the exception of the BOD's public report (see further down in document). The CRT's job is to see that all parties are fairly represented at all CRP meetings, and that all parties to the CRP have a chance to contribute to the process. If all members of a CRT feel that one or more parties are willfully blocking the successful completion of the CRP, the matter can be referred to the Board. If agreement cannot be reached as judged by the mediator, the conflict is referred to the Board.

Once a CRP is concluded, all resolutions of that CRP are temporarily binding upon all parties. The mediator presents final documents to Board. The Board reserves the right to amend the final resolution to ensure that it is also in the best interest of WEFT, in which case the amended documents become the binding agreement of that CRP.

Resolution Enforcement

Anyone may bring forward a claim of violation against a Mediated Agreement to the Chair of the Board of Directors. The Board of Directors then hears the complaint at its next regularly scheduled meeting (or at a special Board meeting before then at the Board's discretion). Once the complaint is heard, the Board of Directors must decide whether a violation has occurred by or at its subsequent regularly scheduled meeting. If the violation is confirmed, then the consequences outlined in the Mediated Agreement are immediately implemented by the Board of Directors.

Accountability

So as to understand the general nature of any conflicts at WEFT, to ascertain the quality of the conflict resolution process, to determine the satisfaction of the parties to the results and to analyze any trends at WEFT, reports will be kept and shared. One report will be accessible to the general public and the other will be accessible only to the BOD.

Anonymous Survey

All participants in the conflict resolution process will be asked to complete a satisfaction survey. This survey will be created in conjunction with the professional trainer and results will become part of the BOD's public report.

BOD public report

The BOD will be given all information generated by the Conflict Resolution Committee. From this information, the BOD will issue a quarterly report at Associate's meetings and will email this report to WEFTa. The report will contain the following:

- A summary of each conflict from the past quarter. Names will be removed and only minor details given, such as the type of complaint (sexual harassment, verbal abuse, etc.)
- A summary of actions taken regarding the above complaints to include how many conflicts are open and being actively mediated, how many complaints have been determined to be unfounded, how many have been sent on to someone else at WEFT (a committee or the station manager, for example), how many have been resolved through mediation and how many went to the BOD for resolution.