

### **Conflict Resolution Plan**

This conflict resolution plan must be used when conflicts arise within the group.

#### **General Practice:**

These stages are to be used in relation to any conflict that arises:

- Stage 1: Attempt to solve the conflict with the person who the conflict has arisen with.
- Stage 2: Fill in the conflict declaration form and submit it to the group manager. If the manager is involved with the conflict then submit the conflict declaration form to an impartial mediator from the group. The manager/mediator will then attempt to solve the conflict, recording the steps taken and solution on the conflict solution form.
- Stage 3: If the conflict cannot be resolved by the manager/mediator, an emergency meeting will be called as soon as possible to which as many of the group as possible must attend. If the conflict is solved by the group, then a conflict solution form must be filled in as stated in stage 2.
- Stage 4: If the conflict cannot be solved by the group, then the group will seek the advice of the Lecturer or a Teaching Assistant to help aid in the conflict resolution.

#### **Code of Practice:**

The following is a code of practice that will be undertaken in order to avoid conflicts arising.

- Each group member must document everything that they do towards the project, this is to help prevent disagreements arising between members in regards to who has done what work.
- At each meeting it will be recorded officially recorded in the minutes what each member of the group will be doing before the next meeting, this is to prevent members disagreeing about who is supposed to be doing what work.
- If work is going to be late, let the group know as soon as possible so the group knows the situation and if necessary help can be given in order for the work to be completed as soon as possible see emergency group meeting policy below.
- Major Milestones have been written in the project schedule, sub milestones must be agreed upon in each subgroup. For each sub milestone it must be recorded who is doing what work, when the work is due to be finished by, if it has been finished and if the work has been late. These sub milestones are to be used in order to keep track of progress by the whole group, such that if work is not progressing as quickly as desired help can be given to the subgroup in order to bring the progress up to speed.
- Once the format of each document has been agreed upon, every word processed document must follow the format in order to maintain consistency.
- Try to be helpful and considerate of the other group members, treat everyone with respect at all times.

#### **Emergency Group Meeting Policy:**

If any of the following circumstances occur an emergency group meeting must be held:

- Progress is running extremely behind schedule
- Work is consistency completed late
- A group member drops-out
- A group member is unavailable to work either on a short or long term basis e.g. through illness, injury or personal situation/problems.
- Stage 3 is reached in conflict resolution plan

Any emergency meeting that is called must be attended by as many as the group as possible and minutes will be taken of the meeting.

In general an emergency meeting will be called due to either conflict or if a re-distribution of work is required.

In the case of a conflict the group will attempt to mediate the conflict that has arisen and if no agreement can be reached through discussion a vote will be taken in order to solve the problem. If the result of the vote does not solve the conflict then stage 4 of the conflict resolution plan will used.

In the case of the re-distribution of work the group will meet and discuss how the work can be re-distributed. If the work is unable to be re-distributed then in the meeting the group will discuss whether re-negotiating the work to be delivered with the Customer would be possible and if so decide upon what the group would want the outcome of the negotiations with the customer to be, after which the group will approach the customer in an attempt to re-negotiate the work to be completed.