**Conflict Resolution Protocol**

1. **Identify the Conflict:**

* Recognize the presence of a conflict within the team.
* Encourage team members to communicate openly about the issue.

1. **Active Listening:**

* Ensure active listening during conflict discussions.
* Team members should listen without interruption and ask clarifying questions to fully understand the problem.

1. **Stay Calm and Respectful:**

* Emphasize the importance of maintaining a calm and respectful tone during conflict discussions.
* Discourage blaming, accusatory language, or personal attacks.

1. **Private Discussion (if applicable):**

* If the conflict involves only specific team members, encourage a private discussion to address the issue.

1. **Identify the Root Cause:**

* Work together to identify the underlying issues causing the conflict.
* Often, conflicts arise from miscommunication, misunderstandings, differing perspectives, or external pressures.

1. **Brainstorm Solutions:**

* Encourage the team to brainstorm potential solutions to the conflict.
* Consider the pros and cons of each solution without immediate judgment.

1. **Select a Solution:**

* Once multiple solutions have been proposed, select the one that best addresses the root cause and aligns with the team's goals.
* Ensure that the chosen solution is agreed upon by the majority of the team.

1. **Document Agreements:**

* Write down the agreed-upon solution and any specific action steps.
* Ensure that everyone involved is clear about their responsibilities and the deadlines for implementing the solution.

1. **Follow Up:**

* Set a follow-up date to review the progress made in implementing the agreed-upon solution.
* If the conflict persists, discuss any necessary adjustments or additional steps.

1. **Learn and Grow:**

* Encourage the team to view conflicts as opportunities for growth and learning.
* Discuss what can be done differently in the future to prevent similar conflicts.

1. **Continuous Improvement:**

* Regularly review and refine the conflict resolution process based on team feedback and evolving needs.
* Ensure that the conflict resolution protocol remains effective and efficient.

**Particular situations：**

**1. If a Member Fails to Meet Deadlines:**

**Prevention:**

* Initially, establish clear deadlines and deliverables for each team member.
* Encourage team members to communicate any concerns about meeting deadlines as early as possible.
* Commit frequently and communicate the task progress in stand-up meeting.

**Resolution:**

* Have group discussion to understand the reasons behind the delay.
* Offer support or reassign tasks if necessary.
* Adjust the task deadline if the delay affects subsequent tasks.

**2. If the Group Has Issues Reaching Consensus or Problem Solving:**

**Resolution:**

* Encourage open discussion to understand different viewpoints.
* In case of division, conduct a consensus-building process.
  + Each team member states their opinion, backed by relevant resources.
  + Other group members cast their votes in support of the opinions they agree with.
  + The opinion with the most support from the group will be adopted.

**3. If a Member Gets Sick:**

**Resolution:**

* + When a team member falls ill, ensure they focus on their health and recovery.
  + Redistribute their tasks among other team members.
  + Adjust the project timeline.
  + When the sick team member is ready, provide assistance with catching up.