



YES FOR EARLY SUCCESS COOPERATIVE

Conflict Resolution Policy

POLICY NUMBER: YFES-CRP-002

PURPOSE: To establish a clear and effective process for resolving conflicts within YES For Early Success Cooperative, ensuring alignment with our vision, mission, and Liberatory Design principles.

SCOPE: This policy applies to all employees, subcontractors, community partners, and associated personnel within YES For Early Success Cooperative, including those involved in early learning home-based programs and hybrid/remote staff.

POLICY STATEMENT: YES For Early Success Cooperative is dedicated to creating a harmonious and collaborative environment where conflicts are addressed constructively. Our conflict resolution policy is rooted in our vision of empowering marginalized communities and our mission of providing equitable access to high-quality early childhood education. We embrace the Liberatory Design model, which prioritizes inclusivity, empathy, and collective well-being.

DEFINITIONS:

Conflict: Any disagreement or dispute arising from differences in opinions, values, needs, or interests among members of the YES For Early Success Cooperative community.

PROVISIONS:

1. Principles of Conflict Resolution:

- **Inclusivity:** Ensuring all voices are heard and respected.
- **Empathy:** Understanding and valuing the perspectives and experiences of others.
- **Transparency:** Maintaining open and honest communication.
- **Collaboration:** Working together towards mutually beneficial solutions.
- **Restorative Practices:** Focusing on healing and restoring relationships.

2. Conflict Resolution Process:

Step 1: Direct Communication

- Parties involved in a conflict are encouraged to first address the issue
- directly with each other in a respectful and constructive manner.
- Utilize active listening and empathetic communication to understand each other's perspectives

Step 2: Mediation

- If direct communication does not resolve the conflict, a neutral third party (mediator) will be appointed to facilitate a resolution.
- The mediator will ensure that all parties have an equal opportunity to express their views and work towards a mutually agreeable solution.

Step 3: Formal Resolution

- If mediation is unsuccessful, the conflict will be escalated to a formal resolution process involving senior management or a designated conflict resolution committee.
- A thorough investigation will be conducted, and a resolution will be determined based on the findings.



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3. Support and Resources:

- YES For Early Success Cooperative will provide training on conflict resolution techniques and Liberatory Design principles.
- Counseling and support services will be available to individuals involved in conflicts.

4. Documentation and Follow-Up:

- All conflicts and their resolutions will be documented and reviewed to ensure the effectiveness of the resolution process.
- Follow-up sessions will be conducted to assess the long-term impact of the resolution and to address any remaining concerns.

5. Continuous Improvement:

- The conflict resolution policy will be reviewed annually to incorporate feedback and to ensure alignment with our organizational values and goals.
- Staff, subcontractors, and community partners will be invited to provide input on improving the conflict resolution process.

By adhering to this Conflict Resolution Policy, YES For Early Success Cooperative reaffirms its commitment to fostering a respectful, inclusive, and collaborative work environment.

Approved by:

Mary Curry CEO July 1, 2024

Acknowledged by: HR-Gabrielle McElroy

Staff/Subcontractor/Community Partner

Name: _____ Program/Title: _____

Date: _____