



In Maple Ridge – Pitt Meadows School District No. 42, we believe in working together to support our children. With input from parents, students, staff and community members, the district has developed guidelines intended to help prevent and/or resolve conflict.

“ *It’s not what you do, it’s how you do it...* ”

## PREVENTING CONFLICTS

<p><b>POSITIVE SCHOOL CLIMATE/CULTURE</b></p> <ul style="list-style-type: none"><li>▶ Values diversity</li><li>▶ Promotes successful interactions</li><li>▶ Safe environment physically/emotionally</li><li>▶ Clear expectations</li><li>▶ Mutual understanding</li><li>▶ Non-judgmental</li><li>▶ Values parental involvement</li></ul>	<p><b>TEAMWORK/COLLABORATION</b></p> <ul style="list-style-type: none"><li>▶ Common vision</li><li>▶ Respectful dialogue</li><li>▶ Clear communication pathways</li><li>▶ Timely information</li></ul>	<p><b>MEANINGFUL CONSULTATION</b></p> <ul style="list-style-type: none"><li>▶ Family expertise regarding the child is valued</li><li>▶ Mutual respect</li><li>▶ Equal partnerships</li><li>▶ Individual perspectives valued</li><li>▶ Open communication</li><li>▶ Maintain objectivity</li></ul>
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## RESOLVING CONFLICTS

<p><b>PROBLEM SOLVING</b></p> <ul style="list-style-type: none"><li>▶ Active discussion with all involved</li><li>▶ Clear articulation of issue</li><li>▶ Focus on resolution</li><li>▶ Listen to, understand, suspend judgment</li><li>▶ Flexibility</li></ul>	<p><b>CONFLICT RESOLUTION</b></p> <ul style="list-style-type: none"><li>▶ Simple, clear, parent friendly processes</li><li>▶ Transparency in process and decision</li><li>▶ Focus on hearing all sides of an issue</li></ul>	<p><b>PRINCIPLES OF FAIRNESS</b></p> <ul style="list-style-type: none"><li>▶ Impartiality and honesty</li><li>▶ Procedural fairness</li><li>▶ Fairness in decisions and process</li><li>▶ All appropriate information available to all parties</li></ul>
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“ *Creating a positive future begins in human conversation. The simplest and most powerful investment any member of a community or an organization may make in renewal is to begin talking with other people as though the answers mattered.* ”

- Adapted from “Who Will Tell the People” by William Greider

