RRC Conflict Resolution Process

(Community Consensus June '06)

--- A process to resolve conflict that affects the community ---

Process purpose:
The purpose of the process is to enable fair and thoughtful resolution of conflict in the best interest of the community. This will be done with the intent of respecting all points of view and by providing personal safety. The process will lay the groundwork for community healing.

Role of the CRT, Conflict Resolution Team
The role of the CRT is to facilitate the process, keep it moving toward resolution with safeguards against personal bias by its members. Tools to identify and minimize bias include each member disclosing their bias at the beginning privately to other CRT members and to continuously ask other CRT members to hold them accountable for not introducing that bias into the process

CRT Composition and Members
Attributes and qualifications of members:
- High emotional intelligence
- Capable of strict confidentiality
- Ability to remain objective
- Live in River Rock (own or rent)

Attributes of the CRT:
- Diversity in thought and approach
- Balance of gender
- 4 members, any 3 constitute a quarum
- Decisions within the CRT will be made by consensus

Term:
After the provisional period, a CRT member will serve through 4 conflict issues or 6 months, whichever is longer, before rotating off

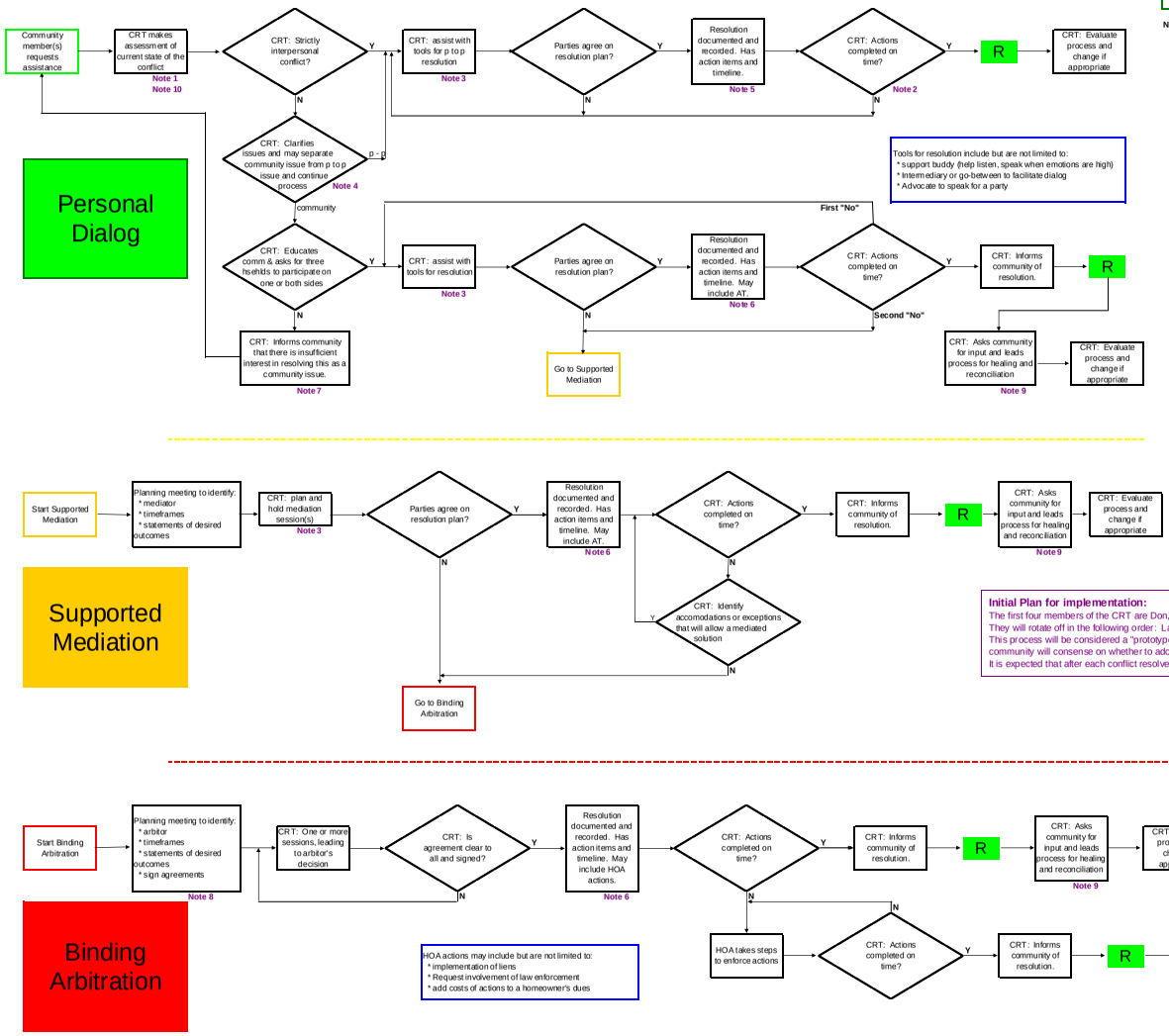
Selection:
- Two households can nominate any RRC resident to be on the CRT directly to the Process Team
- The Process Team will verify the willingness of the individual to serve
- The Process Team will announce the nomination of the individual to the community in an appropriate way (for example, at a community meeting and by email)
- The Process Team will randomly select new members of appropriate gender to maintain CRT balance from the available pool of agreed and announced candidates
- The next to serve is always known in case an existing member recuses themselves or is ill or otherwise unable to serve
- The Process Team will work to maintain an adequate pool of candidates

Mediator and Arbitor Qualitifcations:
The most important qualification is that the mediator be trusted by those in dispute. There are multiple persons within RRC that could serve as mediators and arbitors. Reasonable effort will be made to find a mutually acceptable mediator/ arbitor, but in the end, the CRT is responsible for naming this person so that the process move ahead. If deemed desireable by the CRT, they may engage others outside RRC to serve as Mediators and Arbitors.

Role of the Community:
The community will refrain from gossip and speculation
The community will show respect for all the parties in conflict
The community will support the outcome of the process.

Privacy high
Personal choices greater
Lessened adverse community impact

Privacy low
Personal choices restricted
Greater adverse community impact



Legend:

CRT = Conflict Resolution Team
AT = Agenda Ticket
R = Resolution

Notes:

1. Assessment is to include the extent of quality dialog that has already taken place
2. At the discression of the CRT, this loop may be stopped if the CRT feels the efforts are not being made in good faith and further effort is not likely to bring resolution.
3. The CRT will ensure a mutually safe place and conditions for quality dialog
4. This step should be done by multiple CRT members, and may include but not be limited to these ooptions:
   - a Create multiple issues from the initial issue. This would be appropriate if part of the issue was strictly personal between the original parties and another part was a broad community issue
   - b Expand the narrow issue to address a community wide issue so that the solution in the end applies to the entire community into the future
   - c Recommend that the resolution be accomplished outside of this process. This could be, for example, suggesting that an AT at a community meeting might be a better path to resolve the issue.
5. This documentation would be private for the p to p conflict resolution, and be available only to the parties and the CRT
6. This documentation is open to the community and will be used when the CRT informs the community of the final conflict resolution with the one exception that it contains personal information deemed too sensitive by the CRT for inclusion.
7. The process dead ends here for lack of sufficient community interest. However, any one family can reformulate the issue and restart at the beginning of the process.
8. Choice of the arbitor will be exclusively the choice of the CRT after listening to inputs and requests from the parties.
9. This process may have multiple parts and extend over a period of time. There may be community decisions resulting from AT's, information sessions, celebrations or information sessions depending on the need.
10. Any member of the CRT, based upon their involvement in, knowledge of, or relationship to those in conflict will recuse themselves if they determine they cannot be unbiased, fair and detached. Should one or members recuse themselves, the next member in queue will step in to serve. If any two current CRT members requests another to recuse themselves, they must do so. If a serving CRT member should become a mediator or arbitor in a conflict, they will recuse themselves from the CRT in that conflict.