

Conflict Resolution

At the Women's Resource Medical Centers of Southern Nevada, we realize that we must work as a team to serve and glorify God with excellence, thus determining our efficiency and productivity. We also realize that some conflict is inevitable as it is part of our fallen human nature. It is critical that each employee understand and agree that conflict with a co-worker or supervisor must be resolved quickly and in a biblical manner. Listed below are the steps that should be taken if conflict arises, according to the Peacemaker's Pledge.

- 1) Assess your own heart to determine if your life, attitudes and actions are pleasing and honoring to God.
- 2) Take responsibility for your contribution in the conflict.
- 3) If you are still unable to overlook another's offense, speak with the one who has offended you. Present your perspective in a gracious and merciful manner.
- 4) If the involved parties are unable to reach a resolution, a confidential appointment may be made with the Human Resources Department to express any concerns. This step may also be taken if the victim is experiencing conflict with a supervisor and does not feel comfortable in speaking with that individual.
- 5) If a resolution is still not met, the Human Resources Department may recommend advancing the grievance to the Chief Executive Officer. If the conflict involves the Chief Executive Officer, the grievance will advance to the President of the Board of Trustees. If either of these final steps are taken toward conflict resolution, the employee will be expected to provide a written statement that describes the grievance and all relevant facts.

Below is the Peacemaker's Pledge:

As people reconciled to God by the death and resurrection of Jesus Christ, we believe that we are called to respond to conflict in a way that is remarkably different from the way the world deals with conflict.¹ We also believe that conflict provides opportunities to glorify God, serve other people, and grow to be like Christ.² Therefore, in response to God's love and in reliance on His grace, we commit ourselves to the following principles.

GLORIFY GOD Instead of focusing on our own desires or dwelling on what others may do, we will seek to please and honor God – by depending on His wisdom, power, and love; by faithfully obeying His commands; and by seeking to maintain a loving, merciful, and forgiving attitude.³

GET THE LOG OUT OF YOUR OWN EYE Instead of attacking others or dwelling on their wrongs, we will take responsibility for our own contribution to conflicts – confessing our sins, asking God to help us change any attitudes and habits that lead to conflict, and seeking to repair any harm we have caused.⁴

GO AND SHOW YOUR BROTHER HIS FAULT Instead of pretending that conflict doesn't exist or talking about others behind their backs, we will choose to overlook minor offenses, or we will talk directly and graciously with those whose offenses seem too serious to overlook. When a conflict with another Christian cannot be resolved in private, we will ask others in the

body of Christ to help us settle the matter in a biblical manner.⁵

GO AND BE RECONCILED Instead of accepting premature compromise or allowing relationships to wither, we will actively pursue genuine peace and reconciliation – forgiving one another as God, for Christ’s sake, has forgiven us, and seeking just and mutually beneficial solutions to our differences.⁶

By God’s grace, we will apply these principles as a matter of stewardship, realizing that conflict is an assignment, not an accident. We will remember that success, in God’s eyes, is not a matter of specific results but of faithful, dependent obedience. And we will pray that our service as peacemakers brings praise to our Lord and leads others to know His infinite love.⁷

(1) Luke 6:27-36; Gal. 5:19-26; Matt 5:9 **(2)** 1 Cor. 10:31-11:1; Rom. 8:28-29; James 1:2-4 **(3)** 1 Cor. 10:31; James 4:1-3; Psalm 37:1-6; Phil. 4:2-9; Col. 3:1-4; 1 Peter 2:12; John 14:15; James 3:17-18; Rom. 12:17-21; Mark 11:25 **(4)** Matt. 7:3-5; 1 John 1:8-9; Prov. 28:13; Col. 3:5-14; Luke 19:8 **(5)** Matt 18:15-20; James 5:9; Prov. 19:11; Gal. 6:1-2; Eph. 4:29; 2 Tim. 2:24-26; 1 Cor. 6:1-8 **(6)** Matt. 5:23-24; Matt 6:12; Eph. 4:1-3,32; Matt. 7:12, Phil.2:3-4 **(7)** Matt. 25:14-21; 1 Peter 2:19, 4:19; Rom. 12:18; John 13:34-35.

At any step, Human Resources is available for guidance or assistance on sensitive issues. No one will be subject to retaliation as a result of using the internal conflict resolution procedure.