

## Decent processes for resolving conflict – Assessment tool

<b>Does our organization have clear, accessible and confidential grievance procedures, policies, and practices in place to support staff in addressing, and resolving conflicts with co-workers and supervisors?</b>	<b>Our organization</b>
If not unionized: policies are in place, but are not often used or followed in practice.	
If not unionized: policies are in place, and are regularly used to identify and address conflicts.	
If not unionized: policies are in place, are regularly used, and staff have access to support or third party assistance as part of such processes.	
Under our union collective agreement.	
Policies and collective agreements are reviewed regularly.	
Does our organization have policies to ensure the safety of workers? (for example, case workers are paired when going to visit high-risk clients)	
There is a policy but it is rarely followed.	
There is a policy, sometimes followed.	
There is a policy and it is always followed.	
When conflict arises in the workplace, how is confidentiality maintained? What are the safeguards against reprisal and/or backlash?	
There is a policy but it is rarely followed.	
There is a policy, sometimes followed.	
There is a policy and it is always followed.	

<b>Does our organization have clear, accessible and confidential grievance procedures, policies, and practices in place to support staff in addressing, and resolving conflicts with co-workers and supervisors?</b>	<b>Our organization</b>
<p>Does our organization use an equity/anti-racist lens to conflict resolution? Do we consider how power and privilege may be playing into dynamics of conflict?</p>	
<p>No, we don't have any practices that acknowledge equity when conflict occurs in the workplace?</p>	
<p>Yes there is a policy, but it's only used when formal complaints are made.</p>	
<p>Yes, there is a policy and practices in place to examine power differentials and equity when conflict arises in the workplace. Within our organization, we are actively discussing and re-assessing ways to enhance our practices/policies.</p>	