**CONFLICT Corrective Action (p10-14)**

**Speak to party or parties involved to gather the facts**

**TIP: use the Issue Management Form to record the details**

* Identify the issue
* Gather all relevant information from all parties involved
* Determine if it is critical to resolve; If not critical to resolve, **Let it Go**; If it is getting in the way of delivering program, **Resolve It**
* Analyze the facts that have been gathered
* Outline possible action steps
* Implement solution if appropriate

**Need more help? Contact ACL Adviser or consider** **Mediation (3.2 p15)**

* Assist both parties to reach their own solution
* Listen to both sides, work toward a successful resolution that is satisfactory to both sides
* Follow up with individual(s) in question; determine if the results of these steps are satisfactory

**If the issue remains unresolved or is escalating, answer the following questions:**

* Is the action illegal?
* Does the action pose a physical or emotional risk to a member?
* Is the action contrary to either the Promise, Law, or Code of Conduct?
* Is the action contrary to the policies or procedures in Safe Guide, GGC Governance Policy or Guiding Essential?

If the answer to any of the questions above is:

**No =** likely a **Performance Management Issue (p16)**

**Yes =** likely a **Conduct Issue (P21))**

* Consult “Authority to Resolve Issues” Chart (2,5 p13)

**PERFORMANCE Corrective Action**

* Make a list of possible coaches / mentors that could assist in resolving issue; could be ACL, ACL Adviser, Community Guider, Resource Guider, unit Guider etc**. (p16-17)**
* Determine if the individual should remain in current position, take a break from current position, or change current position permanently **(p18-19)**
* If none of the above actions have or will provide positive results, consider a Performance Improvement Plan **(guidelines p. 20, template p37)**

**CONDUCT Corrective Action**

* Review the Quick reference for handling corrective action (p23))
* Ensure you have completed the Issue Management form or have good documentation of the issue
* Consult with ACL Adviser, DPC prior to determining next steps
* ACL can deliver verbal **(guidelines p 24, template p38)** or written warnings **(guidelines p25,template p39),** but all other Conduct corrective actions will need consultation and approval of DPC and/or PC.