|  |  |
| --- | --- |
| Title | **23. Conflict Resolution Protocol** |
| Objective | To effectively address and resolve conflicts that may arise within the team or between management and staff. |
| Responsibility | Management staff, Crew Members |
| Steps | 1. **Privacy and Discretion:** Conflicts should be addressed discreetly and away from the view and hearing of customers and other crew members, whenever possible. 2. **Third-party Witness:** Whenever discussing conflicts with staff members, ensure that a third party is present as a witness to the conversation. 3. **Documentation:** If the conflict escalates or requires formal documentation, create a detailed report outlining the issue, participants involved, and the steps taken to address it. 4. **Local Resolution:** Initially, attempt to resolve the conflict at the store level through open communication, active listening, and conflict mediation techniques. 5. **Safety and Compliance:** As an employer, it is our responsibility to maintain a safe work environment in compliance with all state and federal laws. Ensure that the resolution process prioritizes employee safety. 6. **Escalation to Higher Authorities:** If the conflict cannot be satisfactorily resolved at the store level, contact the Operations Manager (OM) or the Human Resources (HR) department for further assistance and intervention. 7. **Involvement of Authorities:** In extreme cases where the situation may require law enforcement or other external authorities, it is the responsibility of the acting management to contact OM or HR, who will assist in filing any necessary reports. |
| Revision Date | 9/25/2023 |