

Resolution Network

Resolving conflict at the earliest stages has less negative impact on us, our immediate colleagues and our organisations and ensures restoration of healthy working relationships.

The aim of a Resolution Network is to help any of us who want and need some help but don't feel able to talk directly with the person/people concerned and/or our manager (or another local leader). It is there for when we want someone independent to listen to us, help let us know options we might have but will also help support and challenge us when we have unhealthy working relationships with someone.

Resolution Champions will listen, support and challenge (where appropriate) to help us reflect on what options we have and be available when we most need them. As such, they are likely to be able to help us with any issues, but they should not be confused with any specific dedicated roles that we might already have such as 'Freedom to Speak up Guardians' or 'Fair Treatment Advisors'.

Resolution Champions will not facilitate or mediate between parties. Instead, they provide us with the time and space to discuss the issue or problem we need support (or challenge). Where possible, they may help us find ways to help ourselves of restoring relationships.

The Resolution Champion will:

- Be available and listen to what we have to say
- Support us when we want help when we have unhealthy working relationships
- Help us reflect and talk about what has happened, our own role in the relationship (s) and encourage conversations with support (and challenge where appropriate)
- Help us to understand our options and what support we might want

Resolution Champions must have the following:

- Listening and hearing skills, empathetic and have a desire to appropriately help
- Coaching style – listening, supporting and challenging
- Recognition, understanding and valuing of differences
- Growth mindset – always looking for ways to learn about own behaviours/impact, seeking feedback and to improve
- Capacity to be available (when needed) to support others as part of their work

Resolution Champions will be supported by:

- Dedicated time as part of their work/role
- Introduction to and development for the role
- Ongoing support

