

Orcas Island Foundation (Indralaya)

Conflict Resolution Guidelines

The process of being in community is central to the Indralaya experience. And as a community, we strive to act and speak with the intention of ahimsa, peacefully engaging with the world. This does not mean that we won't experience conflict but that in dealing with conflict we remain committed to doing so in a productive and peaceful manner.

A "conflict" is defined as any kind of disagreement between two or more individuals.

When a conflict arises, individuals are first expected to discuss concerns with the individuals involved. Problem solving should be the goal of these discussions.

During this step we encourage individuals to:

- Keep interactions respectful
- Express concerns in a constructive manner
- Communicate honestly and openly
- Show a willingness to understand
- Practice active listening

(Try to listen as though you are not personally involved and as if you are hearing another's perspective for the first time.)

If this does not resolve the issue then all parties involved will discuss the situation with a member(s) of the Leadership Team for support, guidance and resolution.

The Leadership Team includes: general managers, program leaders, current members of the board, and/or other designated community members.

When a conflict is brought to the attention of the Leadership Team and it is clear that the individuals involved are unable to resolve the conflict independently, the Leadership Team Member(s) will:

- Serve as a neutral facilitator(s)
- Enforce the ground rules (*encourage active listening and respectful interaction*)
- Identify areas of mutual interest
- Summarize, restate, and prioritize issues
- Assist in the generation and/or clarification of options and possible consequences