

CONFLICT RESOLUTION POLICY – SWR 99.9 FM

The purpose of this policy is to prescribe appropriate methods of dealing with internal disputes and resolving any conflict that may arise within SWR 99.9 FM. Conflict is the situation where the goals, values, interests, or opinions of one group or individual are incompatible with or perceived to be incompatible with, those of another individual or group.

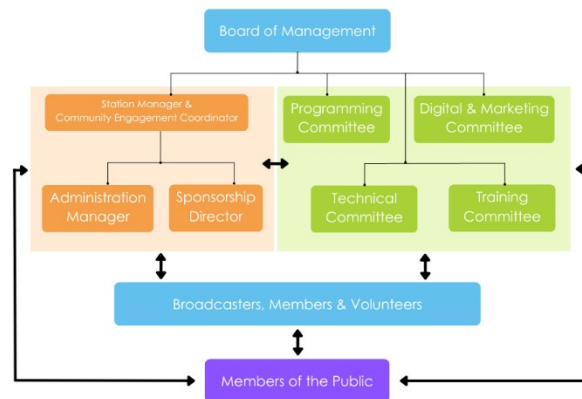
Aim of SWR FM's Conflict Resolution Policy

In attempts to resolve conflict, the following aims will be applied:

- Respond, not react to problems
- Identify clues of conflict for early resolution
- Turn opponents into partners
- Ask appropriate questions to help people shift fixed positions.

Organisational Structure

SWR 99.9 FM's organisational structure is shown as follows.



There are four categories of parties within SWR 99.9 FM:

- **Board of Management** – The board of Management governs the entire association including its four “sub committees”. It also runs the administration office.
- **Sub committees** – Sub committees control and manage specific areas of the association. E.g. The Programming Committee specifically deals with SWR FM's programming.
The Sub Committees are: Programming, Technical, Digital & Marketing, and Training
- **Employees** – who are managed by the Board of Management. These employees assist with the administration, daily duties and obtaining sponsorship for the organisation.
- **Members** – Members are people who are members of SWR FM that do not hold a position on the board of management or any sub-committees.

Process

1. **Informal negotiation** – Grievances between two persons should be negotiated in a friendly manner with the aim of bringing about an agreement or settlement of the opposing demands or attitudes.
2. **Written acknowledgement to appropriate party** - In the event Informal negotiation fails to resolve a grievance, each party will be required to submit in writing, their understanding of the dispute and what has lead to it to the appropriate party. For example, if the dispute is regarding a decision or action of the programming committee, the written complaint will need to be tendered to them for their response.
3. In the event a grievance regarding a sub-committee remains unresolved, the committee, in their correspondence with the other party, will advise that written correspondence should be tendered to the board of management for their consideration.

Mechanisms

4. **Informal negotiation** – Grievances between two persons should be negotiated in a friendly manner with the aim of bringing about an agreement or settlement of the opposing demands or attitudes.
5. **Written acknowledgement to appropriate party** - In the event Informal negotiation fails to resolve a grievance, each party will be required to submit in writing, their understanding of the dispute and what has lead to it to the appropriate party. For example, if the dispute is regarding a decision or action of the programming committee, the written complaint will need to be tendered to them for their response.
In the event a grievance regarding a sub-committee remains unresolved, the committee, in their correspondence with the other party, will advise that written correspondence should be tendered to the board of management for their consideration.