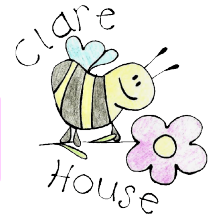


Chard NNI & Schools Out



Internal procedures – Managing staff conflict

Members of staff maintain harmonious relations within the setting so that the atmosphere experienced by children and parents is calm, friendly and warm at all times. Disagreements between members of staff are dealt with in a constructive way so that the harmony of the group is maintained.

People do not always agree and in any working environment there will be disagreements. The way in which these are resolved is important. If members of staff feel angry, frustrated or annoyed this affects the atmosphere of the setting. Babies and young children will sense a difficult atmosphere and become upset.

- In general, members of staff will work together showing kindness and concern towards one another. They will be respectful and courteous to each other, developing understanding and tolerance for each other's ways.
- Members of staff will respect differences and value the multiple perspectives that this brings to the work of the team.
- If a disagreement between members of staff should arise, staff members will acknowledge their differences and agree. This will; not impact their working relationship and they will continue to work in the group room showing courtesy towards each other .where staff cannot adhere to this the manger will take control using the HR company for advice, and the appropriate action will be taken.