



Professional Relationships at Work

At Clare House Nursery, we recognise that positive, professional relationships between staff are essential to creating a safe, happy and nurturing environment for children. We are committed to promoting a culture of kindness, respect, openness and teamwork where everyone feels valued and listened to.

We understand that, from time to time, differences of opinion or disagreements may arise. When managed professionally and respectfully, these can lead to positive outcomes and improvements in practice. However, unresolved conflict can impact staff wellbeing, teamwork and, ultimately, the experiences of the children and families in our care.

All staff are expected to work together in a professional manner, demonstrating mutual respect and recognising that children learn from the behaviour and interactions they observe.

Our Expectations

All members of staff will:

- Treat colleagues with kindness, courtesy, dignity and respect at all times.
- Communicate openly, honestly and professionally.
- Listen respectfully to different viewpoints and value the diverse experiences and perspectives of others.
- Work collaboratively to resolve disagreements promptly and constructively.
- Maintain professional behaviour in front of children, families and visitors at all times.
- Never argue, raise their voice or discuss workplace disagreements in front of children or parents.
- Follow the nursery's Code of Conduct and Equality, Diversity and Inclusion Policy.

Resolving Disagreements

Where a disagreement arises, staff should:

- Remain calm and respectful.
- Wherever possible, discuss the matter privately with the colleague involved to seek a resolution.
- Focus on the issue rather than the individual.
- Be willing to listen and consider alternative viewpoints.
- Seek support from their Room Senior, Deputy Manager or Nursery Manager if the matter cannot be resolved informally.
- Where appropriate, managers may facilitate a meeting to help staff reach a mutually agreed resolution and maintain positive working relationships, HR support may be required at this point.

Formal Support

Where conflict cannot be resolved informally, or where concerns involve bullying, harassment, discrimination, intimidation or unprofessional conduct, the Nursery Manager will investigate the matter in line with the nursery's Grievance, Disciplinary and Whistleblowing Procedures. Advice may be sought from the nursery's HR provider where appropriate.

Children Come First

The welfare of children must always remain our highest priority. Staff must ensure that personal disagreements do not affect the quality of care, education or interactions with children, families or colleagues.

Staff Wellbeing

Clare House Nursery recognises that workplace conflict can affect wellbeing. Staff are encouraged to seek support from the Nursery Manager if they are experiencing difficulties. We are committed to fostering a positive, supportive working environment where concerns can be raised without fear of unfair treatment.

Monitoring and Review

The Nursery Manager will monitor team relationships through supervision, staff meetings and day-to-day observations to promote a positive working culture. This procedure will be reviewed annually or sooner if legislation, guidance or nursery practice changes.

