

Policy: Conflict Resolution Policy
Policy Number: F-21

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Approved By: <i>Mary Caudelle</i> V.P Human Resources		
Approved By: <i>John P. Reed</i> President, LibertyHealth		
Effective Date: 4/10/2008		06/25/2008
References: Anti-harassment, F-1, Workplace Violence Prevention O-28, Grievance Procedure O-10, Rules of Behavior O-22		

POLICY:

Workplace conflict weakens an organization's ability to function. It hinders productivity, reduces staff retention and transforms corporate culture into an environment plagued with tension and negative emotion. At LibertyHealth we recognize and understand the dynamics of workplace conflict and how addressing them timely can avoid negative results.

Some of the methods LibertyHealth uses to avoid/address issues with conflict are exemplified below:

- Implementation of key Human Resource policies, i.e. Anti-harassment, F-1, Workplace Violence Prevention O-28, Grievance Procedure O-10, Rules of Behavior O-22, etc.
- Report concerns to supervisor, appropriate committees, Human Resources and/or Security.
- Designing and delivering workshops for employees on the following topics including but not limited to Conflict Resolution, Interest Based Problem Solving, etc.
- Working closely with other departments such as Nursing and Security to address areas of concern identified by employees or visitors
- Conducting rounds on the units to learn of issues that are concerning employees
- Meeting with leaders of the Unions to learn of employee concerns.

LibertyHealth is a place where employees earn their livelihood and find opportunities for satisfying work. The effectiveness of our service to LibertyHealth and the patients we serve depends upon how employees are treated and whether individual needs and expectations are taken into account. LibertyHealth is firmly committed to maintaining a working environment that is supportive and consistent in the application of the following principals

RESPONSIBILITY:
Employee

- Treat coworkers fairly and with dignity and respect.
- Encourage a free exchange of ideas.
- Report safety issues to supervisor, Security, Human Resources, etc., immediately.
- Seek management input on issues that impede work performance or that negatively impact the work environment.
- Participate in meetings and workshops to improve relationships and work environment.
- Be receptive to LibertyHealth's methods to resolve differences
- Maintain a safe and secure working environment.

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Department Director

- Address issues of concern with employees as they arise.
- Report major safety issues to Security, Human Resources, etc., immediately.
- Alert Human Resources of issues of harassment, intimidation, violence immediately.
- Work within guidelines of policy to resolve issues for the employees.
- Ensure all employees are treated fairly and with dignity and respect.
- Encourage a free exchange of ideas.
- Seek employee participation in matters that affect them.
- Provide a fair means to resolve differences.
- Ensure that the work environment is safe and secure.
- Implement corrective action in a fair and consistent manner for employees who violate LibertyHealth policies.

Human Resources

- Counsel management on consistent application of this policy.
- Participate on the hospital's safety committees and report on trends.
- Provide education and training when needed.

Controls

Vice President of Human Resources shall establish such controls as are necessary to ensure implementation of this Policy.