



Employee Communication & Conflict Resolution

Status: Current

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A. SELCO Commitment to Communication

SELCO is committed to open communication as an essential component to a good working environment. SELCO encourages communication among employees, within and between work groups. To facilitate the communication process, every work group will meet periodically with its supervisor to discuss work related topics such as productivity, quality, safety, workflow, policies, and procedures. This open dialogue is intended to encourage the free exchange of ideas, information, and questions.

B. Problem-Solving Process

SELCO encourages employees to express concerns when conflicts emerge in the workplace, seek skilled help when needed, and engage in constructive dialogue with people directly involved. SELCO is committed to assuring employees that concerns will be heard and considered. If problems or complaints with regard to conditions of employment occur, other than sexual harassment claims that are covered in a separate policy, the employee should observe the following procedure:

1. If an employee feels and/or believes some employment action is in violation of the personnel policy and/or relevant state or federal law, the employee should discuss the concern with his or her supervisor or another SELCO supervisor.
2. In the event that this is not satisfactory, the supervisor, with input from the employee, will develop a written action plan to address the concern or problem. A reasonable period of time will be established, sufficient to implement a possible solution. During this time, each individual involved will meet regularly and document progress.
3. If the results are not satisfactory, and if, after the specified resolution period, the employee feels the situation has not been resolved, the issue may be presented to the Executive Director for assistance. The supervisor and the employee involved should present written documentation regarding the differences and the action which has been undertaken in an attempt to resolve the difference.
4. The Executive Director will either decide on the issue or appoint a Complaint Review Committee, made up of three people. One member will be chosen by the Executive Director, one member chosen by the individual filing the complaint, and one member satisfactory to both parties. These individuals are to be from within the SELCO organization or Board. If the employee with the concern does not agree with the decision of the Executive Director and/or the Complaint Review Committee, the concern may be referred to the Personnel Committee, which will provide the final decision.

C. Confidentiality

Actions taken internally to investigate and resolve employee complaints will be conducted confidentially to the extent practical. Interviews and discussions may involve employees involved in the issue or other staff members with relevant knowledge.