



**Procedure Statement:**

The Flower Cart maintains and supports a procedure for communication and dispute resolution that is an alternative to the traditional workplace grievance procedures.

**Definitions:**

Dispute - is an interpersonal problem that is exposed or a misunderstanding that is brought out into the open

**Procedure:**

All matters related to Alternative Dispute Resolution are confidential. As such when employees meet for alternative dispute resolution the meetings are held in as confidential a location as is possible. The Executive Director supports this confidential location expectation as required and as practical.

All employees are expected to encourage and model appropriate Communication and Alternative Dispute Resolution procedures.

All employees use direct communication. Direct communication means:

- i) communication is honest, open, and respectful
- ii) person-to-person communication is used, rather than using a third party for communication
- iii) active listening and appropriate assertiveness are used at all times during communication
- iv) If an employee comes to you to complain about a dispute he/she has with a fellow employee you redirect him/her to that fellow employee.

The use of direct communication while at work is a condition of employment and mandatory while at work.

When you have a dispute with a fellow employee you use direct communication.

If the dispute remains unresolved the employees involved take the dispute to the Executive Director. The Executive Director may resolve the dispute him/herself or arrange for continued mediation with a professional mediator or mediating organization.

If an employee involved in an unresolved dispute is the Executive Director, the employees involved take the unresolved dispute to the Chairperson of the Board of Directors, or designate. The Chairperson, or designate, may resolve the dispute him/herself or arrange for continued mediation with a professional mediator or mediating organization.

When a resolution to a dispute is achieved that requires action to be taken, the resolution and action to be taken are written down. All employees involved in the dispute receive a copy of the resolution and action to be taken.

**Related Information:**

**Contact:**

Human Resources Department

**Roles and Responsibilities:**

Employees

- Responsible for using direct communication to resolve a dispute.

Executive Director

- To mediate and resolve a dispute between two employees who cannot do so themselves.



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Alternative Dispute Resolution

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Section: Personnel

Date of Implementation:  
March 2005

**Revision History:**

Revised: November 2006, May 2012