



76 HGH STREET SITTINGBOURNE KENT ME10 4PB

LIFE NIGHTCLUB CONFLICT MANAGEMENT POLICY

At Life nightclub, we strive to provide all of our clients & staff with a safe, positive, and fun environment in which to enjoy the facilities of a late night venue,

Codes of conduct are provided so that we all may be reminded of this central purpose and know what is expected of us. Unfortunately, conflict is a part of any organisation, and so we must be prepared to manage and resolve conflicts in a respectful and cooperative manner.

The following procedure has been adopted by the management to effectively resolve conflict within our club. Please bear in mind that the Life nightclub can only take action with regard to our club and its clients. The use of CCTV and body cams will aid in this process to ensure complaints and conflicts can be handled in a professional non confrontation manner, and assist the authorities should this be necessary. It is part of the culture to receive, in some instances, vexatious claims. The CCTV and body cams are here for the protection of the staff, clients and to aid the authorities in ensuring Life Night Club has acted appropriately, and in the circumstances of unfounded accusation, provide evidence to save time and public funds, and the reputation of all those involved. It is not a tool for retribution, but where acts of violence against staff and/or clients will be provided as evidence in possible legal actions and prosecutions.

Any member of staff or client having a complaint involving an infraction of Life nightclub's rules or the licencing terms, shall be recorded in writing, with support from CCTV and/or body cams n& where appropriate third party witness statements. If in doubt speak to management for guidance.

Incidents will be notified at the end of each weekend to the Police and supporting evidence kept to aid any investigations.

The management of Life nightclub and/or the authorities may:

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a) Dismiss the complaint as being without merit

b) Take further action to resolve the conflict, such as dismissal of staff, legal action, banning clients or other appropriate legal enforcement

c) Request that the management serve as mediators to attempt to resolve the matter. These mediators shall clarify the dispute, interview the parties involved where possible, identify any solutions or alternatives, and recommend any appropriate solutions and/or possible discipline. The mediators shall provide a written report of their findings and recommendations and operate in conjunction with the authorities to provide a full and factual account.

The following behaviours can be useful in helping staff effectively deal with conflict. While these behaviours appear to be common sense, common sense is usually lacking when there is a conflict. It might sound trite, but putting yourself in the other person shoes and adopting the golden rule of “Do unto others ...” makes a whole lot of common sense, too:

- Use “I” statements. Let the other party know how you feel when the conflict is occurring as well as your reaction to the conflict. Also let the other person know which of your rights you feel is being ignored in the conflict. Example: “I don’t like when you don’t follow through on your assigned tasks. It makes it difficult for me to do my job if yours isn’t getting done. This behaviour is not considerate to me or my time.”
- Be assertive, not aggressive. Speak about your feelings and your reactions. Keep the statements focused on how you are behaving, thinking, and feeling rather than on how the other is acting. Try to take the emotions out of it and focus on the issue or behaviour that has caused the conflict.
- Speak calmly, coolly and rationally. In this way you will be listened to, and you will be able to maintain better control of yourself. Otherwise, the other person may take on a defensive attitude.
- Avoid blaming. This will keep the communication flow going. It encourages understanding and empathy. It recognises that for a conflict to exist there must be at least two parties who are adversely affected by the conflict.
- Create an atmosphere of cooperation. In an attempt to create an environment of cooperation after a conflict, all parties involved must feel that they are being listened to and understood; that their rights are being respected. They must feel the desire to work things out and a commitment to the process of working out the problems.
- Be willing to forgive. Forgiveness is a powerful tool. You have a chance for personal growth by forgiving others for their part in the conflict. At times, this is the only way to resolve a conflict.
- Be willing to forget. Once you have “resolved” a conflict and felt like you were listened to and understood, then “let go” of the conflict. Once you have implemented an agreed resolution, put aside the conflict. Put it behind you, move on and don’t bring it up in future discussions. In fact, you should have written proof of the resolution.
- Be honest. In resolving a conflict, it is imperative that you be honest with yourself and others about your feelings, and reactions to the conflict and to the resolutions. If you are feeling uncomfortable with the outcome and it makes you feel “it is the way others wanted it to be,” then this resolution is a false one and will undoubtedly recur. You gain nothing by being dishonest in the management of conflict. You waste the time and energy of the board and end up feeling failure rather than growth.
- Focus on people’s perceptions and how they are feeling rather than the content. Effective listening and responding are key elements in the productive resolution of conflict. Listen for the feelings and emotions of those involved and reflect them with understanding and acknowledgement. This creates an atmosphere of cooperation and active listening. It reduces defensiveness and it focuses on the process involved rather than on the issues. Once the person feels listened to, clarify the issues and eliminate extraneous items.

- Show respect for yourself and others. You will gain more in resolving a conflict by showing respect (honey), than by showing disrespect (vinegar). If you are on the receiving end of disrespect, remove yourself as soon as possible. When things have cooled down, then the discussion can continue in a more respectful manner. If you lose your cool and become disrespectful, stop as soon as you can by either being quiet or removing yourself. Maintaining a respectful atmosphere is essential in resolving conflict.
- Be willing to apologise or admit a mistake. It is necessary to admit to one's mistake and to apologise for one's behaviour before a stalemate in conflict resolution can be overcome. It takes courage, character and fortitude to admit an error or lack of judgment; an uncalled for action; disrespectful behaviour; or a lack of concern or understanding. Stronger relationships can result when such willingness is exhibited.
- Be willing to compromise. If you cling to your position as the only one to be considered, you are closing out the other person or position. To succeed in resolving conflict, all parties must feel like they have gained in the resolution. In order to resolve a conflict where the opposing parties are at opposite extremes on an issue, there is a need to come to the middle if all are to experience a "winning" posture. Only through compromise can each be a winner in conflict resolution. Without compromise, you have either given in and lost or have gotten your way and lost. Ideally, all parties should feel they have won
- Above all, we must comply with health & safety legislation and that of the licencing requirements. The use of CCTV and body cams, as well as being accompanied by other staff to mediate the situation to avoid a conflict. Use of radios to call for assistance to allow a calm professional discussion to take place whilst friends and/or family of clients involved are able to view our professional approach to a resolution without them becoming involved or exacerbating the situation through fatuous or abusing/confrontational comments.