

Conflict resolution policy

1. Community Moderators:

- At times when capacity is an issue, the IMA may appoint a small group of trusted and responsible members as community moderators. These moderators can oversee the group's discussions, enforce the code of conduct, and address conflicts or grievances. They can have the authority to warn, temporarily mute, or remove members who consistently violate the code of conduct. Moderators should be impartial and focused on maintaining a positive and respectful environment.
- Individuals can undergo basic training on conflict resolution techniques and act as neutral facilitators when conflicts arise. They can help mediate disputes, guide discussions, and work towards finding mutually acceptable resolutions.

2. Conflict Resolution Guidelines:

- The IMA will establish clear internal conflict resolution guidelines that all group members are encouraged to follow when disagreements occur. These guidelines can include steps for members to follow when conflicts arise, such as identifying the issue, engaging in respectful dialogue, seeking common ground, and escalating the matter to the IMA board only as a last resort.
- The IMA will provide resources or tools that help members navigate conflicts independently.

3. Collaborative Problem-Solving Sessions:

- The IMA will organise collaborative problem-solving sessions over video call. These sessions can be scheduled periodically or as needed, and they can involve facilitated discussions where members collectively address conflicts, brainstorm solutions, and work towards consensus. The focus should be on encouraging open dialogue, active listening, and finding common ground.

4. Conflict Resolution Resources:

- The IMA will provide group members with access to conflict resolution resources, such as articles, guides, or online courses, that can help them develop their own conflict resolution skills. These resources can empower individuals to handle conflicts independently and foster a culture of self-responsibility within the group. Additionally, offer a designated channel or space within the group where members can seek advice or support on conflict resolution techniques.

Implementing a combination of these alternatives can distribute the responsibility of conflict resolution among group members and promote a more self-sustaining and collaborative environment. It's important to communicate these alternatives effectively to the group and gain buy-in.