

# Summer Missionary Conflict Resolution Procedure

## Low Country Ministries/Savannah River Baptist Association

This conflict resolution procedure is designed to outline expectations and guidelines for dealing with conflict and other personal concerns with summer missionaries. As a principle, Low Country Ministries (LCM) seeks to build and restore individuals in God's image.

1. LCM will follow the South Carolina Baptist Convention SCBC Summer Missions Volunteer Conflict Resolution Procedure.
2. In case of conflict, an individual should first address conflict with another individual. If this does not resolve conflict, the team leader should be informed in consultation with the LCM supervisor.
3. An open door procedure is established. Individuals can express more personal concerns or conflicts to the LCM supervisor through confidential weekly report forms. If an issue is more immediate, the supervisor can be contacted directly to discuss the concern or issue.
4. When a concern or issue of conflict arises, the supervisor will attempt to completely understand the situation from as many points of interests as appropriate. An action plan will be developed for all involved. This plan of action will be documented on paper and signed by all involved.
5. When a conflict plan of action has been developed, a weekly meeting of all involved will be established to determine progress.
6. When an action plan is initiated, the director of missions (DOM) of the Savannah River Baptist Association will be briefed about the situation.
7. If an action plan does not succeed after an appropriate period of time, the DOM will be consulted about the situation.
8. If there is still no success, the SCBC summer missions coordinator will be notified and the SCBC Conflict Resolution Procedure will be followed.
9. LCM reserves the right for immediate action when legal, moral, and/or personal or group security issues are at stake. No immediate decision will be made without consultation with the Savannah River Baptist Association's DOM and communication with the SCBC summer missions coordinator.
10. If conflict continues to disrupt the purpose of an individual or team or the mission of LCM, the result could be sending a missionary home early.
11. In case the LCM supervisor is absent, individual or group conflicts should be handled through the team leader. If an issue arises for immediate action, the association's DOM will coordinate conflict resolution in consultation with the SCBC summer missions coordinator.
12. The LCM supervisor will have weekly contact with individual volunteers through ministry team staff meetings. An opportunity to discuss conflict among team members will be provided at each staff meeting.
13. Staff meetings are expected to be confidential unless otherwise stated. The purpose of confidentiality is to give individuals and the team a safe environment to process conflict and personal growth.