

### Creating a Respectful and Collaborative Workplace

#### Purpose

At Opulence Education Group, we are committed to maintaining a respectful, inclusive, and collaborative work environment. This Conflict Resolution Process provides a structured, fair, and confidential approach to addressing disagreements, misunderstandings, or disputes that may arise between employees, teams, or leaders.

#### Guiding Principles

- **Respect** – All individuals are treated with dignity and professionalism.
- **Fairness** – Conflicts are handled objectively and without bias.
- **Confidentiality** – Sensitive information is kept private and shared only as necessary.
- **Timeliness** – Issues are addressed promptly to prevent escalation.
- **Resolution Focus** – The goal is to restore communication and strengthen working relationships.

#### 1. Informal Resolution (Step 1)

Objective: Encourage direct and respectful communication between employees.

- Employees should first attempt to resolve issues directly with the person involved, when appropriate.
- Clarify the concern, express impact, and listen actively to each other's perspective.
- If needed, a manager or supervisor can help facilitate an informal discussion

Outcome: Many conflicts can be resolved at this stage through open dialogue and understanding.

#### 2. Supervisor/Manager Mediation(Step 2)

Objective: Provide structured mediation and documentation.

- If informal resolution is unsuccessful or not appropriate, the employee should bring the concern to their immediate supervisor or HR representative.
- The supervisor will meet with all parties, mediate the discussion, and document the issue and any agreed-upon resolutions.
- If the conflict involves the supervisor, the matter should be escalated directly to HR.

Outcome: Agreement on a solution or next steps, documented by the supervisor or HR.

#### 3. Formal HR Review(Step 3)

Objective: Conduct a fair and impartial review.

- HR will conduct a formal assessment, which may include individual interviews and review of related information.
- A written summary and resolution plan will be developed.
- HR may recommend additional actions, such as coaching, reassignment, mediation with a third party, or disciplinary measures if policy violations are found.

Outcome: Formal resolution plan documented and communicated to all relevant parties

#### 4. Follow-Up and Monitoring (Step 4)

Objective: Ensure resolution and prevent recurrence.

HR or the supervisor will schedule a follow-up within 30–60 days.

Progress and working relationships are evaluated to confirm that the issue has been resolved.

If further concerns arise, HR will reassess and adjust the plan as necessary.

#### Employee Support Resources

- Human Resources: [humanresources@opulenceeducationgroup.ca](mailto:humanresources@opulenceeducationgroup.ca)
- Employee Assistance Program (EAP): Confidential counseling and guidance
- Direct Leader or Campus Director: For workplace support and mediation