

Conflict Resolution Protocol (reference HEA-HSD CBA Section 7.10) - Recognizing that not all conflicts within worksites constitute a contract violation/grievance, the Highline School District and Highline Education Association share a commitment to building healthy work environments through positive conflict resolution protocols which resolve concerns at the level *closest* to the origin. HEA members, HEA leadership, and District leadership will utilize a progressive approach to problem-solving. The following Conflict Resolution Flowchart is a guide to be followed when solving problems between staff members and/or between staff and administration. It references both the grievance process outlined Article 7 and suggested steps to address interpersonal and/or leadership conflicts.

