

Your Wellbeing

- Your SU Advice
- SU Buddies
- University Wellbeing services
- University security
- **Always call 999 in an emergency**



sunderlandsu.co.uk

Resolving conflicts

- Disagreements, arguments or conflicts are inevitable when working with others and can happen for a variety of reasons...
- Stress, difference of opinion, confrontation (perceived or not), needs/wants not being met.
- The ability to deal with conflict effectively is a crucial skill to have and helps to build good team dynamics.

When conflict resolution works...

- Clarification of problems and issues
- Solutions sought for problems
- Improved communication
- Helps individuals learn more about each other and builds team working

Disagreement over location of event

One committee member accuses
another of not doing their bit to help

Members/attendees disrupting an event

When might you experience conflict in your society or as a committee?

President overrules committee
group decision

Committee members stops
responding to messages

Resolving conflicts

- What would you like the ideal outcome to be? Is there a way to meet in the middle?
- Work together to create goals - check in with each other
- Discuss differences openly (sometimes you can agree to disagree!)
- Is this person/are these people struggling? Can I signpost support? Do we need to work together to redistribute responsibilities?
- Be clear about what is expected - if someone is refusing to pay entry to an event, can you politely ask them to leave?
- What is your body language saying?

When to escalate...

- If you have tried to resolve an issue amongst the committee/membership informally and are unable to find a mutual ground or resolution, get in touch at **yoursocieties@sunderland.ac.uk** and we can offer support with mediation or appropriate next steps.
- **Complaints procedure:** society leaders or members can raise an official complaint against another member or committee member (or members) of a society that will then be dealt with based on the severity of the complaint. Informal resolution will always be sought in the first instance where appropriate. Please see handbook for more information.
- **University Security (0191 515 2028 - save this number!):** If a situation at an event gets out of hand (or venue security for off-campus events)

If something goes wrong

- Refer to your risk assessment
- Call Security (venue staff if off-campus) for support if needed
- including first aid support
- CitySpace staff (top floor) are first aiders
- Notify Your SU as soon as possible - incident report form
- **Always call 999 in an emergency**