

# Conflict Resolution with Parents and Aggressive Behaviour Policy



## Grass Roots Nursery Group: Conflict Resolution with Parents and Aggressive Behaviour Policy

### Purpose:

To establish procedures for addressing conflicts with parents and handling instances of aggressive behaviour within Grass Roots Nursery Group, promoting a positive and respectful environment.

### Key Principles:

- **Open Communication:** Foster open and respectful communication with parents.
- **Conflict Resolution:** Employ effective conflict resolution strategies.
- **Respectful Behaviour:** Promote respectful behaviour from all parties involved.
- **Professional Conduct:** Maintain professional conduct at all times.
- **Safety and Well-being:** Prioritise the safety and well-being of children and staff.

### Conflict Resolution with Parents

- **Open Dialogue:** Encourage open and respectful communication with parents.
- **Active Listening:** Practise active listening to understand parents' concerns and perspectives.
- **Mediation:** Offer mediation or facilitation if necessary to resolve conflicts.
- **Escalation Procedures:** Have clear procedures for escalating conflicts to senior management if needed.
- **Documentation:** Document all communication and attempts at resolution.

### Addressing Aggressive Behaviour

- **Definition:** Aggressive behaviour includes any verbal or physical conduct that is intended to intimidate, harm, or threaten others.
- **Prevention:** Proactively address potential triggers of aggressive behaviour and implement preventive measures.
- **Intervention:** Intervene promptly and calmly if aggressive behaviour occurs.
- **De-escalation Techniques:** Use appropriate de-escalation techniques to manage the situation.
- **Consequences:** Implement consequences for aggressive behaviour, including disciplinary actions if necessary.
- **Support:** Offer support to individuals involved in aggressive behaviour.

### Staff Conduct

- **Professionalism:** Staff must maintain professional conduct at all times, even when dealing with difficult situations.
- **Avoid Escalation:** Avoid escalating conflicts through aggressive or confrontational behaviour.
- **Seek Assistance:** Staff can seek assistance from the management team or designated safeguarding lead if needed.

### **Safety and Well-being**

- Prioritise the safety and well-being of all individuals involved in the conflict.
- Take necessary steps to prevent further escalation of the situation.

### **Review and Updates**

- Regularly review and update this policy to ensure it remains effective and aligns with current best practices.

**By implementing this policy, Grass Roots Nursery Group can create a positive and respectful environment for all stakeholders, promoting effective conflict resolution and preventing aggressive behaviour.**