

UCE Board of Trustees Behavioral Covenants

1. Recognize that conflict is inevitable and provides an opportunity growth.
2. In a dispute, recognize the difference between the people and the problems, and do not mix the two.
3. Speak directly to each other and make sure that everyone has the same information.
4. Address the issue at hand, not what happened months or years ago.
5. Be interactive, rather than reactive. Allow give and take, with an exchange of ideas, and a spirit of cooperation and openness. Listen carefully and express well-thought-out statements.
6. Acknowledge the existence of a problem and the need to solve it.
7. Take as much time as is needed for resolution of conflict. Take the time to go through the journey together, to experience the pain, and to come out together on the other side.
8. Use descriptive rather than judgmental words.
9. Have one discussion at a time.