

Communication

A. Communications and Conflict Resolution

1. It is the expectation that all CBOCES staff will communicate effectively and professionally with all internal personnel and external clients. In all organizations conflicts may arise from time to time between employees. These conflicts need to be resolved in a timely and effective manner to insure that the organization functions effectively and efficiently.
2. All BOCES staff are expected to resolve conflicts with other staff through the following process:
 - a. Meet individually with the staff member that you have had the conflict with. (Meet within a few days after the conflict has arisen.)
 - i. Listen carefully to seek information and to understand the other person's point of view.
 - ii. Problem solve together and make a genuine effort to agree upon a resolution to the conflict.
 - iii. Conduct a follow-up meeting, if necessary, between the two persons to try to seek further understanding and problem solve a solution.
 - b. If conflict is not resolved to the satisfaction of both individuals, a request for assistance is to be made through the supervisor for intervention of an independent third party facilitator from the BOCES staff to facilitate resolution of the conflict.
 - c. If conflict is not resolved, it will be addressed by the Program Directors/Supervisors of the individuals involved and the Executive Director.
 - d. If conflict is not resolved at this level, the Executive Director shall take action to permanently resolve the conflict.

B. Internal BOCES Communications Activities

1. Cabinet Meetings
 - a. Purpose: To increase communications opportunities between the Executive Director, Program Directors and other key staff.
 - b. Method: Monthly meetings with prepared agendas to share information, focus on BOCES goals, identify appropriate activities of programs, problem solve, provide advice to the Executive Director.
 - c. Timing: Ongoing.
 - d. Communication: Agendas and minutes disseminated to appropriate participants.
 - e. Responsibility: Executive Director and Program Directors.
2. Department Meetings
 - a. Purpose: To provide program staff with consistent information regarding the BOCES Mission and Goals, changes in policy and procedure. Provide an opportunity to identify concerns/problems or issues from the program staff and

problem solve recommended solutions.

- b. Method: Scheduled regular meetings to report on issues from Cabinet Meetings, etc.
 - c. Timing: On-going.
 - d. Communication: Established in accordance with each program' communication plan.
 - e. Responsibility: Program Directors
3. Courier
- a. Purpose: To provide employees and patrons with an efficient means of delivery of communications between BOCES offices and member districts.
 - b. Method: Courier delivers materials to sites within the BOCES and member districts in accordance with established schedule.
 - c. Timing: 2nd and 4th Tuesday during school schedules.
4. Monthly Newsletter
- a. Purpose: To inform all staff of upcoming events, current activities, employee recognitions, payroll pertinent items, etc.
 - b. Audience: All BOCES staff.