

Conflict Resolution Checklist

For the entire conflict resolution process

- Describe how TNC is building mutual trust, accountability and transparency with the IPLC
- Co-create a trusted conflict resolution process that's considered legitimate by all parties

Step One: Develop a Conflict Resolution Plan

- Determine if there is a conflict resolution process required by a government or funder and if the IPLC is willing to comply with it
- If the IPLC does not agree to use the required process, consider working together to propose an alternative process
- If there is no conflict resolution process required by the host country government or a funder, or if there is one that only applies to certain complaints, collaborate with the IPLC and agree upon culturally responsive mechanisms for resolving conflicts
- Agree upon a [Conflict Resolution Plan](#) with the IPLC that considers Dialogue, Mediation and the TNC Ethics & Compliance Process

Dialogue

- Learn about the IPLC's preferences and methods for dialogue
- Train TNC staff to build and practice dialogue skills
- Create a physically and emotionally safe environment for dialogue
- Allow time for a meaningful dialogue process; respect IPLC timescales, needs and preferences; and provide more information and resources as needed

Conflict Resolution Checklist (Continued)

Mediation

- If the IPLC is willing, discuss their preferred processes for resolving conflicts. Determine if the IPLC's existing process is appropriate for resolving conflicts when they work with outsiders
 - If TNC staff needs information or documentation beyond the scope of the IPLC's process, TNC may request the IPLC's help to get it
- Determine who will represent each party in the process and include their names in the Conflict Resolution Plan
- Discuss the IPLC's position on using outside mediators or facilitators for resolving disputes
 - If acceptable, identify trusted mediators or facilitators and include their names in the Conflict Resolution Plan
 - If using outside mediators or facilitators is not a standard practice or norm, discuss and document other options that both parties agree to use
- Determine how input from different social identities will be meaningfully incorporated in the process

TNC's Ethics & Compliance Process

- Explain TNC's Ethics & Compliance Process and how and when it can be accessed by TNC staff and partners (See [Appendix V](#) and www.nature.org/tnc helpline)

Step Two: Implement the Conflict Resolution Plan

- Ensure parties know about the Conflict Resolution Plan, and explain the mechanisms, processes and outcomes
- Provide measures to guard against retaliation
- Decide together how the conflict resolution process will be documented
- Consult with Legal Counsel, the Global Indigenous Peoples and Local Communities Team and Global Diversity Equity & Inclusion team if uncertainty arises
- If an adverse impact is identified, remediate it promptly and fairly to prevent compounding the harm and the escalation of the grievance

Conflict Resolution Checklist (Continued)

Step Three: Continuously Revisit and Adapt the Plan

- Carry out the conflict resolution process in good faith, including rigorous follow-through until parties agree the conflict is resolved
- Use the conflict resolution process to support continuous learning for TNC and the IPLC
- Revisit and update the Conflict Resolution Plan periodically, particularly when there are significant changes to the TNC project team, partners, work plan or budget