

# SOP Template: Protocol for Handling Meeting Conflicts and Rescheduling

This SOP details the **protocol for handling meeting conflicts and rescheduling**, including identifying conflicts, communicating promptly with all participants, proposing alternative dates and times, obtaining agreement from all parties involved, updating calendar invites, and documenting changes. The goal is to ensure efficient management of scheduling conflicts while minimizing disruption and maintaining clear communication throughout the rescheduling process.

## 1. Purpose

To provide a standardized process for identifying, communicating, and resolving meeting scheduling conflicts, ensuring clarity and minimal disruption to participants.

## 2. Scope

This protocol applies to all internal and external meetings organized by [Department/Team/Organization Name].

## 3. Responsibilities

- **Meeting Organizer:** Oversees the process, identifies conflicts, initiates communication, and updates meeting details.
- **Participants:** Respond promptly to conflict notifications and provide input for alternative scheduling.

## 4. Protocol Details

1. **Identify Conflicts:**
  - Check personal and shared calendars regularly for overlapping meetings.
  - Encourage team members to report potential conflicts promptly.
2. **Communicate Promptly:**
  - Immediately notify all affected participants upon identifying a scheduling conflict.
  - Clearly outline the reason for the conflict and the need for rescheduling.
3. **Propose Alternatives:**
  - Suggest at least two alternative dates and times for the meeting.
  - Use scheduling tools or polls (e.g., Doodle, Outlook Scheduling Assistant) if necessary.
4. **Obtain Agreement:**
  - Gather feedback from all participants regarding proposed alternatives.
  - Select a date and time that works for all key participants.
5. **Update Calendar Invites:**
  - Send updated calendar invites with the new meeting details as soon as consensus is reached.
  - Remove or cancel the original meeting invite to avoid confusion.
6. **Document Changes:**
  - Document the reason for the reschedule, new meeting details, and confirmation from all parties.
  - File the documentation according to your organization's record-keeping policy.

## 5. Communication Template (Example)

Subject: [Action Required] Meeting Reschedule Request  
Dear [Participants],  
Due to a scheduling conflict, we need to reschedule our meeting originally set for [Original Date/Time]. Please indicate your availability for the following alternative times:  
- [Option 1: Date/Time]  
- [Option 2: Date/Time]  
Once we receive everyone's feedback, I will send an updated calendar invite.  
Thank you for your understanding and prompt response.  
Best regards,  
[Your Name]

## 6. Review and Updates

This SOP will be reviewed annually or as needed to reflect changes in scheduling tools or organizational requirements.

