Conflict Resolution

What is Conflict Resolution?

Conflict Resolution is a way to find a fair solution for everyone involved in a disagreement.

Conflicts may arise due to:

- Misunderstandings
- Different:
    - Views or opinions
    - Cultures, backgrounds or values
    - Needs or wants
- Ignored feelings and emotions
- General stress from daily life

Why should you resolve a conflict?

Even if you feel you are right, you will still feel stress from a conflict. Therefore, resolving a conflict:
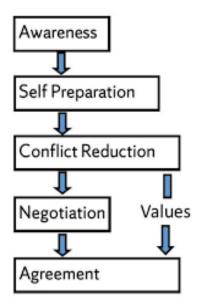
- Can reduce your stress level and help you feel better
- Find a solution to a problem
- Help you move forward in your life
- Begin to repair a damaged relationship

Conflict does not have be the end of a disagreement. Working together can help find a solution so everyone can move forward.

Questions to ask yourself:

- What do I want? What do I need?
- What do I care about in this conflict?
- What are my worries or fears?
- What do they want? What do they need?
- Do I want to resolve this enough to work towards a fair solution for everyone?

Conflict Resolution Model

How can Community Mediation help?

- Everyone agrees to follow the process together.
- Each person gets to explain their point of view and then listens to the other points of view.
- Everyone works together to develop a fair solution including next steps.

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COMMUNITY MEDIATION
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Resolving Conflict

Take a break

Take a break from the person and the problem

Take deep breaths

Focus on the problem not on the person

Pick a time to talk

Be open to talking

Agree upon a day and time to meet

Meet in a place where everyone feels safe

Work together

Listen without interrupting

Take turns talking and use "I" statements

Look for a fair solution for everyone

Move forward

Make a list of solutions

Choose a fair solution and take steps to move on

Consider community mediation, if needed