

## THE EXCHANGE

### Strategies for Managing Conflict in the Community



There is a time in every problem when it is big enough to see yet small enough to solve.

> ~ Mike Leavitt Former Secretary Health and Human Services



## Conflict Resolution: A CONTINUUM

NCRC









#### The top of the tree is what people say when they are in conflict: **THEIR COMPLAINTS**

# UNDERLYING NEEDS

Below the surface are the underlying needs that are important to them



# STAGE I: Hold Private Meetings

#### GOALS

- Gather enough information to identify concerns
- Prepare participants for joint meeting

## TASKS

- Clarify purpose
- Clarify leader's interests
- Hear perspectives

## **TECHNIQUES**

- Listen effectively
- Respond respectfully
- Ask questions



# Respond Respectfully

Demonstrate understanding Recap speaker's main concerns in your own words

#### Acknowledge impact of situation on person Reflect the feelings the person had

## Identify Workplace Needs

State what you think the speaker's needs were or what they would have wanted





STAGE II: Develop Agenda

GOALS Develop the plan for the joint meeting

## TASKS

#### **ICEBREAKER**

Topic that opens the conversation in a constructive way

#### IMPACT

How the participants feel about the situation

#### **ISSUES**

Specific issues that need to be resolved

## **TECHNIQUES**

Form issues in nonescalating language





STAGE III: Conduct Joint Meeting

### GOALS

Assist participants to develop an understanding of how the situation impacted each other and the community

TASKS

- Hold three-way conversation
- Implement agenda
- Clarify interests

## TECHNIQUES

- Listen effectively
- Respond respectfully
- Ask questions





## STAGE IV: Facilitate Problem Solving

#### GOALS

- Identify & determine possibilities
- Create action plan

## With each ISSUE:

- **DEFINE**. Each participant states their perspective on the issue.
- DETERMINE. Leader identifies interests of participants/ community
  - DEVELOP. All explore possible solutions.
  - DECIDE. The leader and participants choose best option.
  - **DOCUMENT.** Later, the leader may writes points agreed upon.



We can't solve problems by using the same kind of thinking that we used when we created them.

~ Albert Einstein





**CENTER**<sub>III</sub>

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