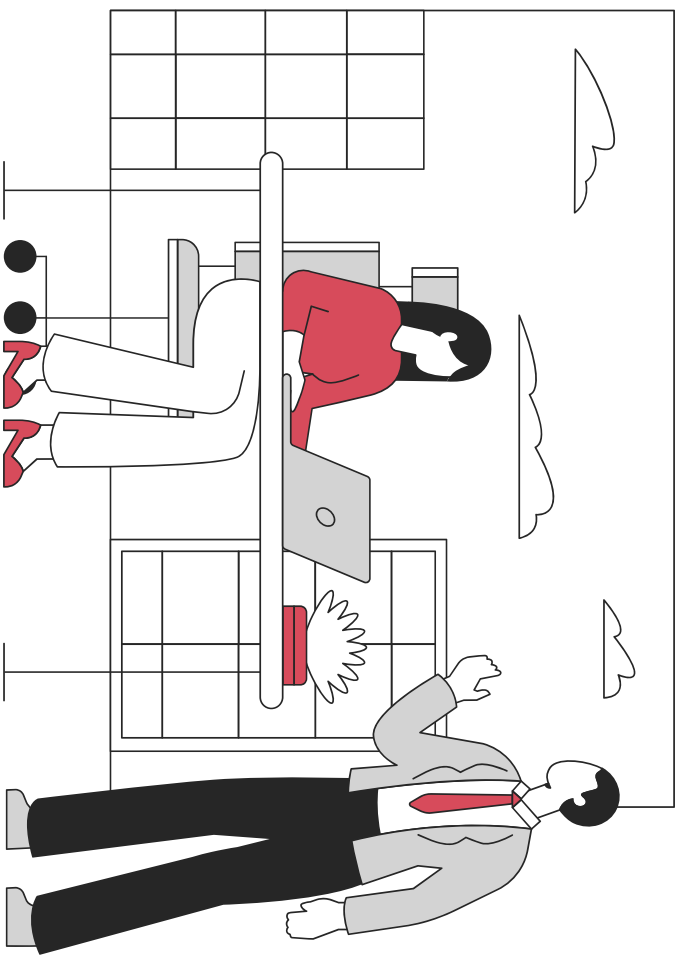
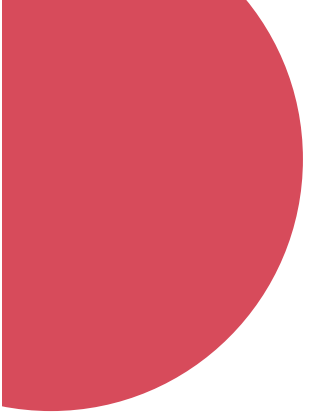
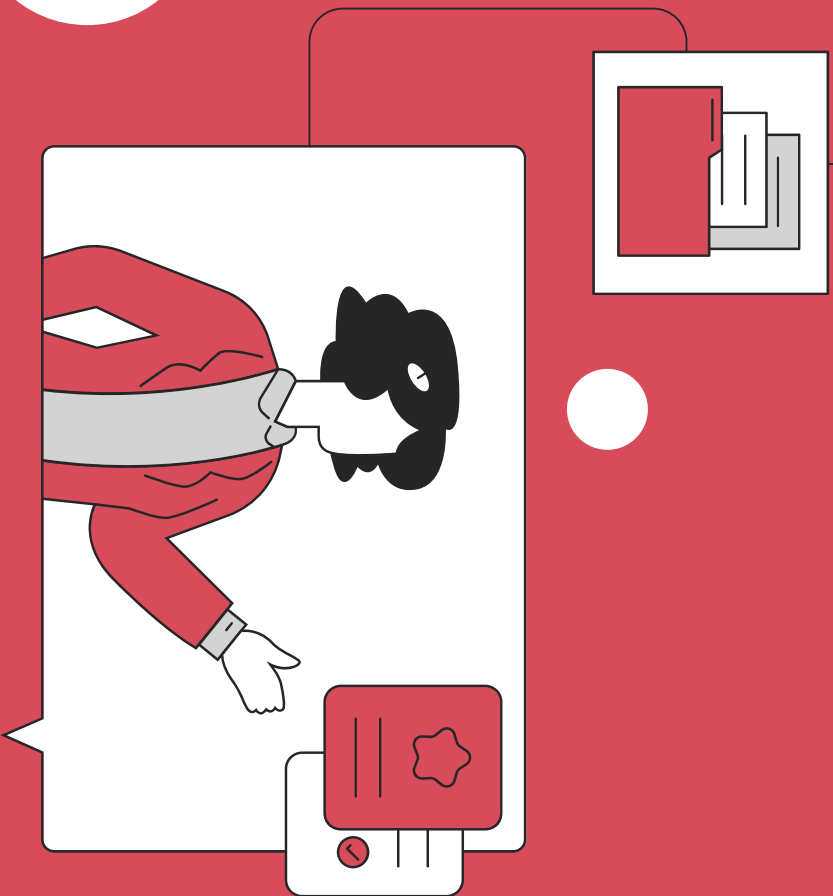


**WISCONSIN ASSOCIATION OF HOUSING AUTHORITIES**  
**CONFLICT RESOLUTION**  
**& MEDIATION**





**INTERACTIVE ZONE**

**\*WARNING\***

**THIS COURSE WILL BE HIGHLY  
INTERACTIVE...  
PLEASE PARTICIPATE**

# TABLE OF CONTENTS



## **INTRODUCTION**

Welcomes and an ice breaker. What we'll learn.



## **CONFLICT RESOLUTION**

Introduction to individual and group conflict resolution.



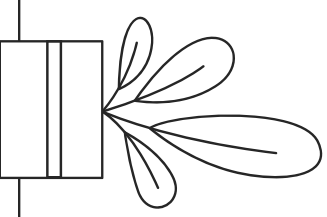
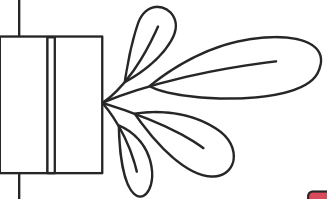
## **MEDIATION**

Introduction to multi-party mediation.



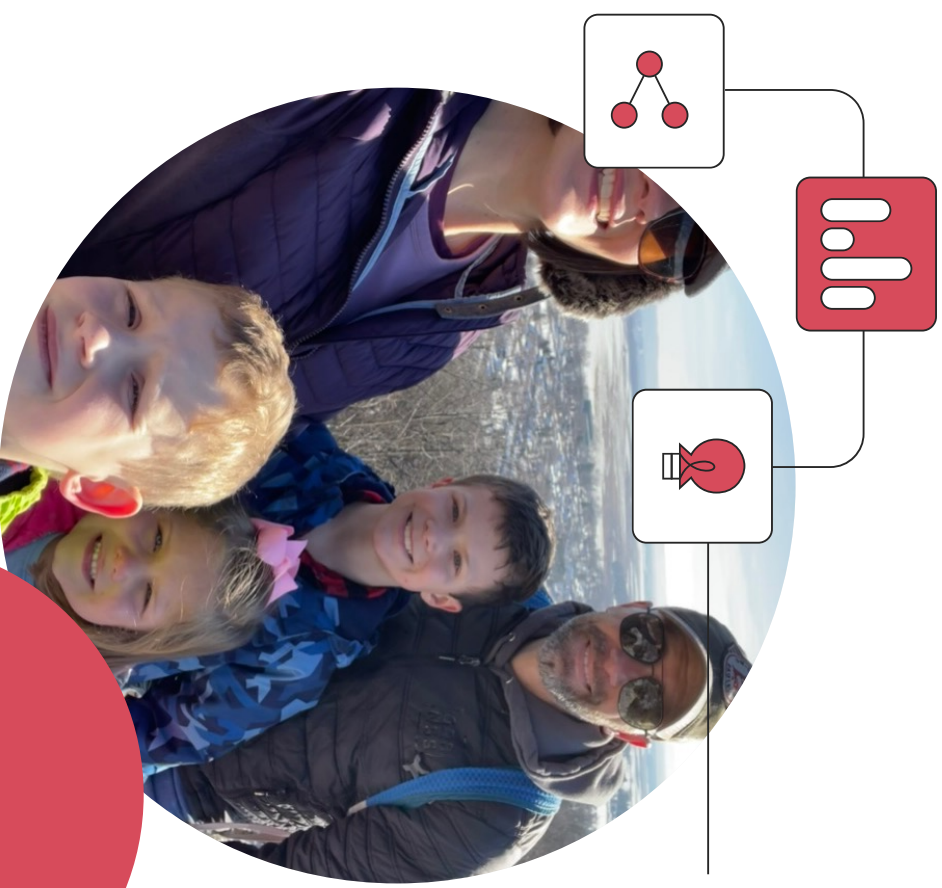
## **ADDITIONAL RESOURCES**

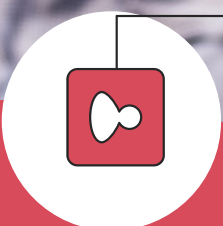
Where you can learn more – and practice!



# ABOUT YOUR PRESENTER

John has nearly 20 years of experience in Human Resources, managing conflict and mitigating risk. He serves as the UW-La Crosse Chief Human Resources Officer and founded the first conflict resolution center in the UW Comprehensives.



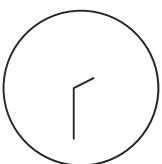
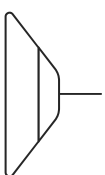
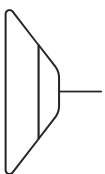
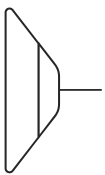


# ICE BREAKER

What is your name?

What agency/organization are you from?

\*Ice Breaker: Give a gift... Using pantomime, give a gift to the person next to you, (no words, just gestures), the receiver has to explain what it is.



# CONFLICT RESOLUTION

## A PRIMER FOR SUCCESS

What is conflict? How do you engage, thoughtfully, into a difficult conversation?

**“WHEN PEOPLE RESPOND TOO QUICKLY, THEY OFTEN RESPOND TO THE WRONG ISSUE.”**





# WHAT IS CONFLICT?

The dictionary defines 'conflict' as a noun or a verb. The noun is a "serious disagreement, typically a protracted one." Where the verb defines conflict as being "incompatible or at variance; clash."

## WHERE DOES CONFLICT COME FROM?

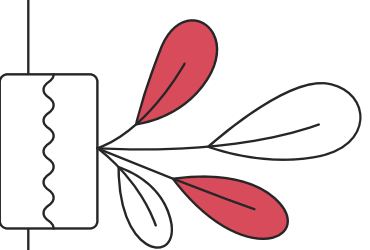
What examples can you provide as to where conflict comes from?

## WHAT HAPPENS WHEN CONFLICT ARISES?

When a dispute arises, often the best course of action is **negotiation** to resolve the disagreement. The goals of negotiation are:

- To produce a solution that all parties can agree to
- To work as quickly as possible to find this solution
- To improve, not hurt, the relationship between the groups in conflict

Conflict resolution through negotiation can be good for all parties involved. Often, each side will get more by participating in negotiations than they would by walking away, and it can be a way for your group to get resources that might otherwise be out of reach.\*

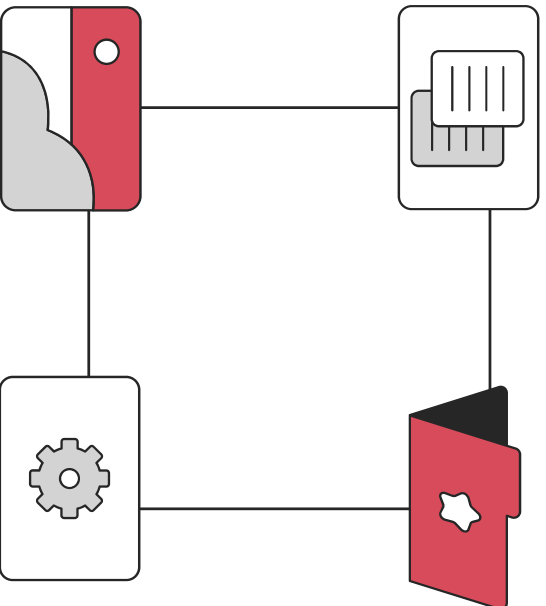


# WHY SHOULD YOU RESOLVE CONFLICT

The main goal of negotiation with your opposition is to come to an agreement that benefits all parties.

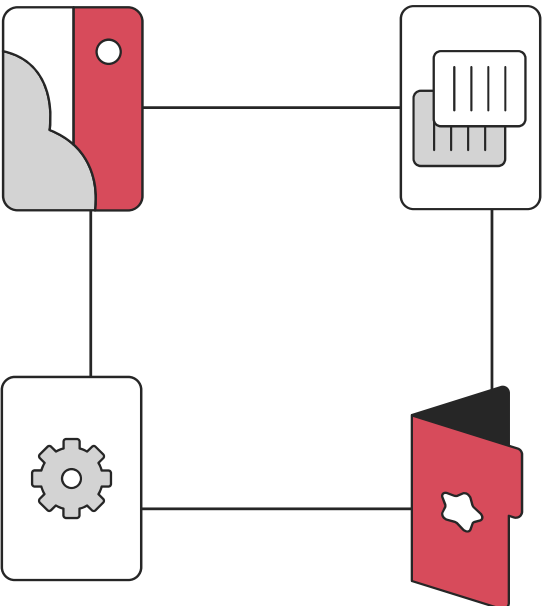
Some other good reasons to negotiate are:

- To understand more about those whose ideas, beliefs, and backgrounds may be different from your own. In order to resolve a conflict, you'll need to look at the conflict from your opponent's point of view and learn more about this person or group's perspective and motivations.
- To ensure that your relationships with opponents continue and grow. If you make peace with your opponents, you increase your own allies in the community. Successful negotiations pave the way for smooth relationships in the future.
- To find peaceful solutions to difficult situations. Full-blown battles use up resources -- time, energy, good reputation, motivation. By negotiating, you avoid wasting these resources, and you may make new allies and find new resources!\*





# WHEN YOU SHOULD RESOLVE CONFLICT



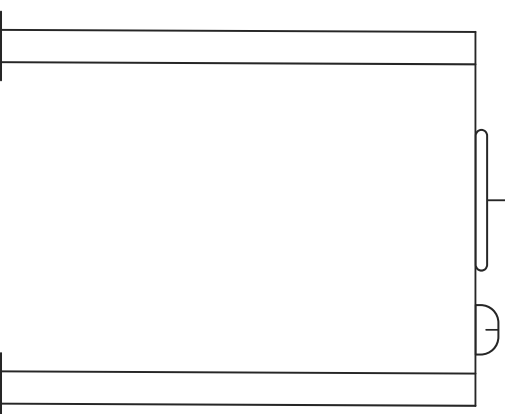
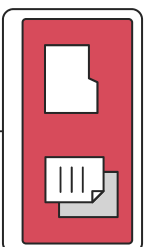
Conflict resolution is appropriate for almost any disagreement. Our daily lives offer plenty of opportunities for negotiation - between parents and children, co-workers, friends, etc., and as a result, you probably already have a variety of effective strategies for resolving minor conflicts. But for more serious conflicts, and conflicts between groups rather than individuals, you may need some additional skills. How, for example, should you structure a meeting between your group and your opponent? When should you settle, and when should you fight for more? How should you react if your opponent attacks you personally? Read on for more information on specific conflict resolution techniques.\*

# DEBATE VS. NEGOTIATION



## NEGOTIATION

When we negotiate, we dialogue with one another. We seek to understand (covered in a moment) to ensure that we are listening and trying to understand the situation.

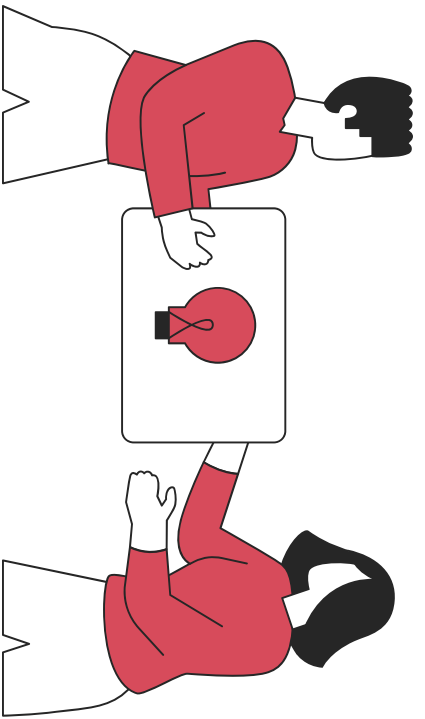


## DEBATE

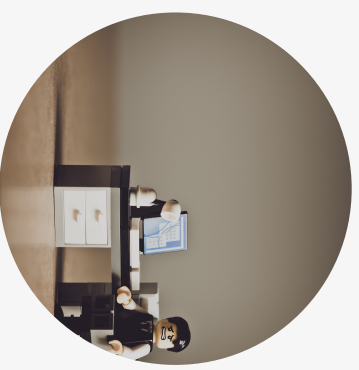
When we debate, we typically focus on a win-loose mentality. Someone must give something up for us to be happy. That harms the relationship.

# DEBATE VS. NEGOTIATION

Choose a partner. Stand and face each other and prepare for a 'rock, paper, scissors' type game.



**SAY ANYTHING**



**DEBATE**



**NEGOTIATE**



**DISCUSS**



# WHY DOES NEGOTIATION WORK?

## SAFETY

Create safety by probing and digging deeper in the conversation.

## SAFETY

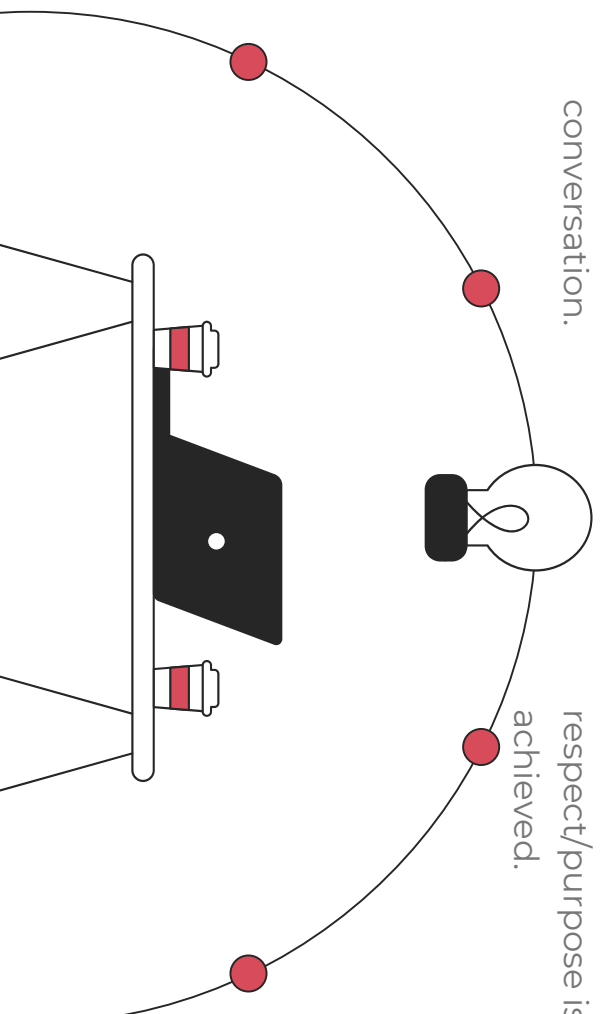
Create safety by apologizing, confirming mutual respect/purpose is achieved.

## DEFEND

Some people go to silence – of just plain give up on the conversation

## ATTACK

Some people go on the attack to defend the position. They may belittle, bully, or even name-call.



# SIGNS OF MOVING TO DEFENSE



## 01 GOING SILENT

The other party does not respond or provide information during the conversation.

## 02 AGREEING WITHOUT INPUT

The other party simply agrees with the ideas that you are putting forward with no additional input.

## 03 NON-VERBAL SIGNS

The non-verbal cues that are being displayed may reflect that the person has stopped contributing to the conversation.

# SIGNS OF MOVING TO ATTACK



## 01 VOICE ESCALATION

The other party begins to raise their voice or tone.

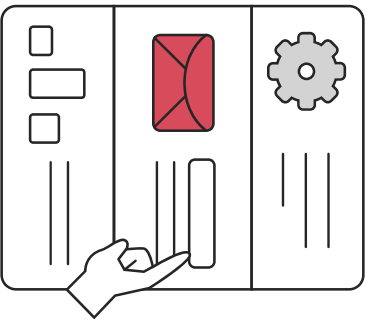
## 02 CHANGE IN LANGUAGE

The other party may begin to hyperbolize or make extreme statements.

## 03 DEMEAN/NAME CALLING

In some extreme cases, the other party may begin to name call or demean others.

# TIPS FOR RESOLVING CONFLICT



## **SAY WHAT YOU SEE**

Use fact-based statements. Do not provide opinion or judgement

## **UNDERSTAND**

Seek to understand. Express how you see things. Use "I" statements.

## **DIALOGUE**

Invite conversation, do not just assume.

## **BRAINSTORM**

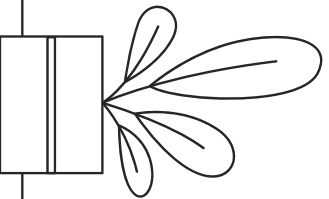
Talk about possible outcomes that would achieve both desires.

## **CHOOSE**

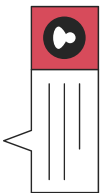
Choose a path that makes sense. Don't compromise – at first. Try to find a solution that fits both parties.

## **FOLLOW UP**

Once a decision has been reached, set realistic goals and check ins.

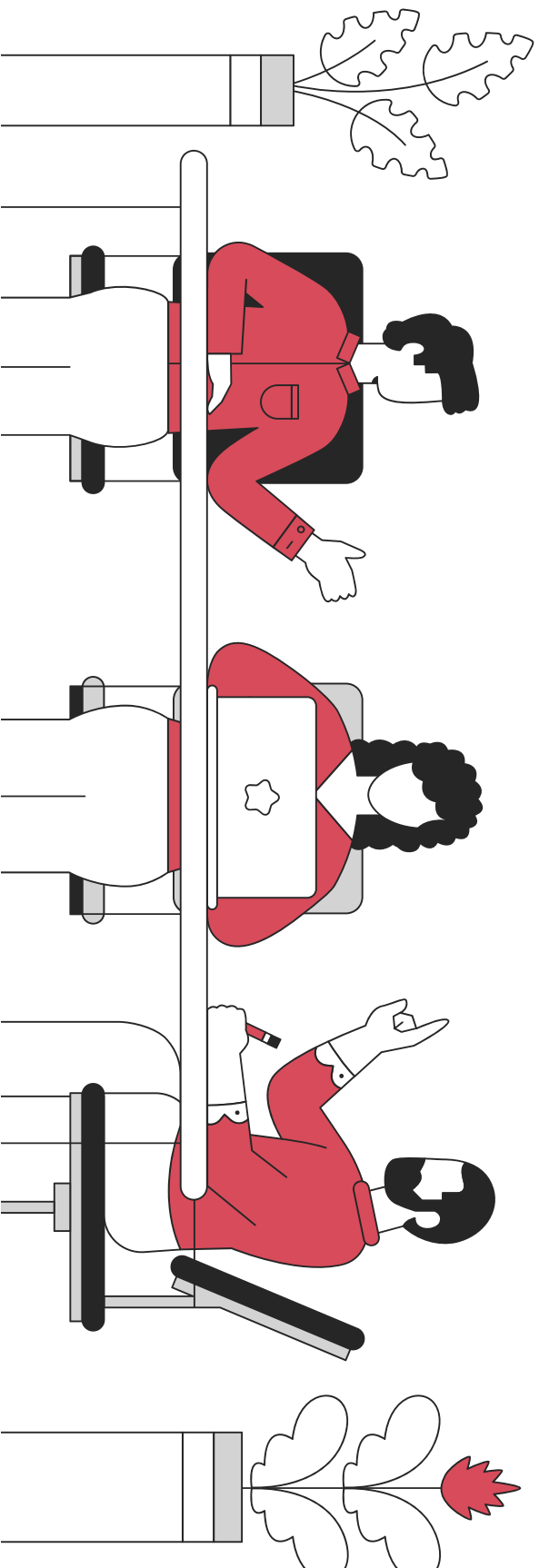
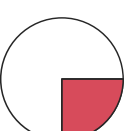






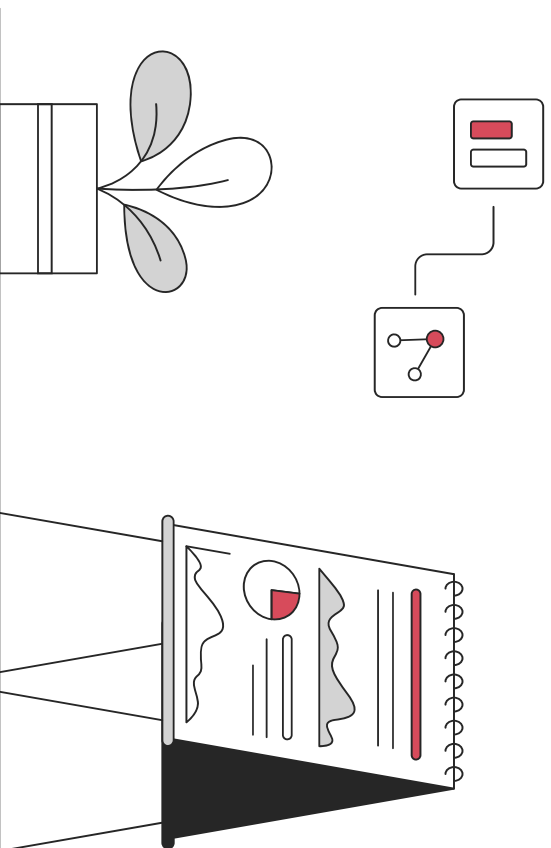
**SEEK TO**

# UNDERSTAND



# WHEN WE UNDERSTAND

In most cases, people want to be heard – and know that you are listening and trying to do everything you can in your power to accommodate their situation.



## ✔ EXPRESS YOUR VERSION

Tell the other party what you are seeing, express to them what it makes you think. Use I statements.

## ✔ ASK (DIALOGUE)

Ask, invite dialogue – am I right, can you help me understand, or help me see better your perspective.

## ✔ COMPARE/CONTRAST/PRIME

Sometimes you need to “Compare/Contrast” when mutual purpose is violated – you may also need to ‘prime’ the conversation.

# EXAMPLE STATEMENTS

**ASK (DIALOGUE)**

Can you help me understand?

**COMPARE/CONTRAST**

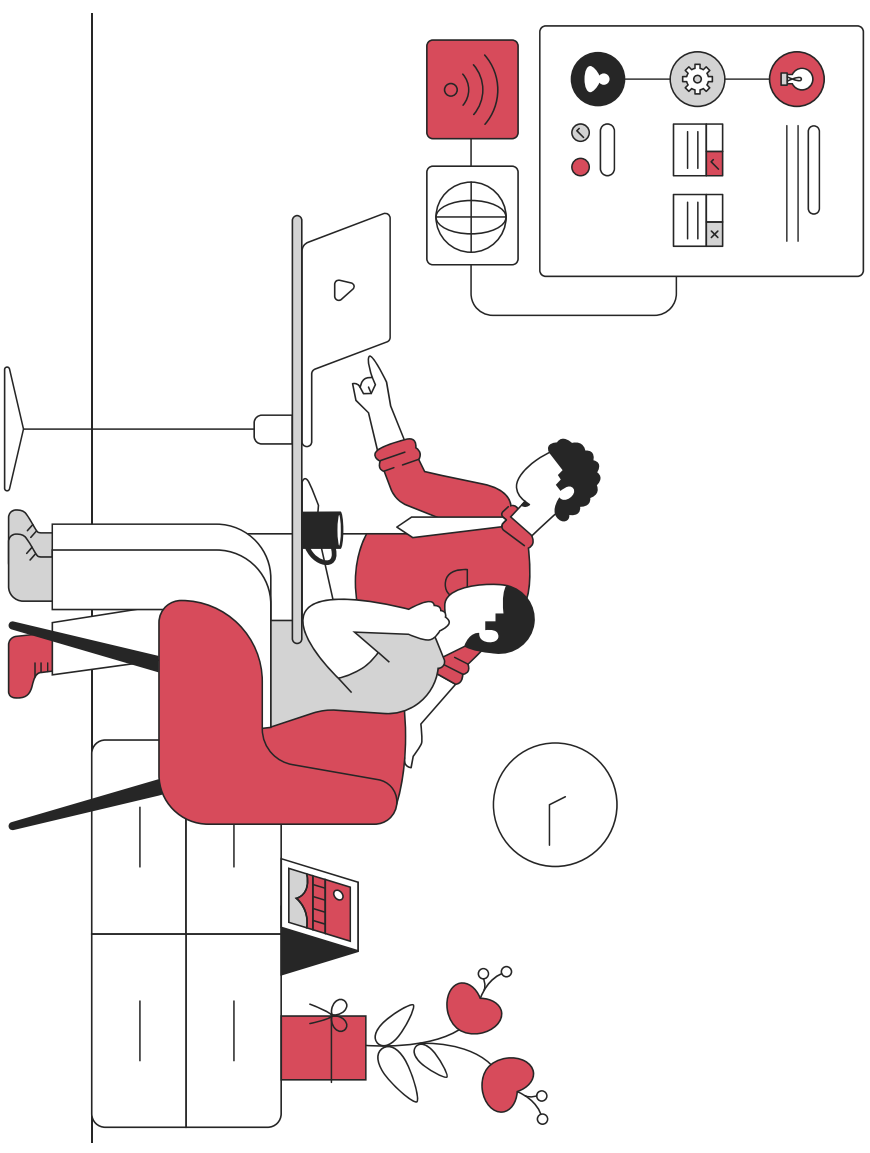
I didn't mean this... My intention wasn't to...

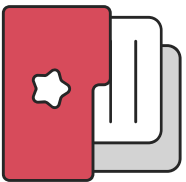
**YOUR VERSION**

I see that you ...  
Over the past ...  
Making me think...

If we are more intentional with our actions, we are more likely to spend our time working on meaningful goals

# THE IMPORTANT? WHAT DO I REALLY WANT....

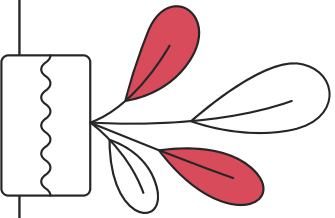




To practice, your group will review a scenario (handout) and you will have to perform each of the three roles once.

# LET'S PRACTICE!

	<b>ACTION/PROMPT</b>
Initiator	Begin by sharing what you see, what you understand, and then invite dialogue
Responder	Listen to the initiator and follow the prompt in your section of the handout.
Helper	Provide feedback during the conversation and then afterwards about what worked/didn't work



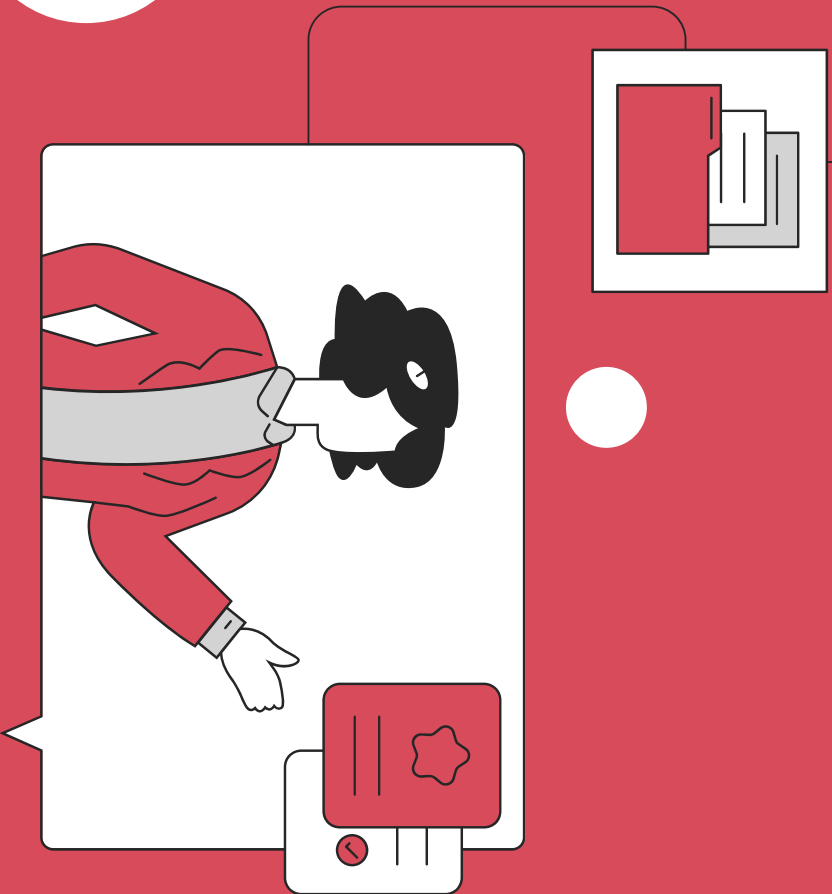
# TIME TO BREAK!



**LET'S TAKE A 10 MIN.  
BREAK**

We will resume after 10  
minutes.



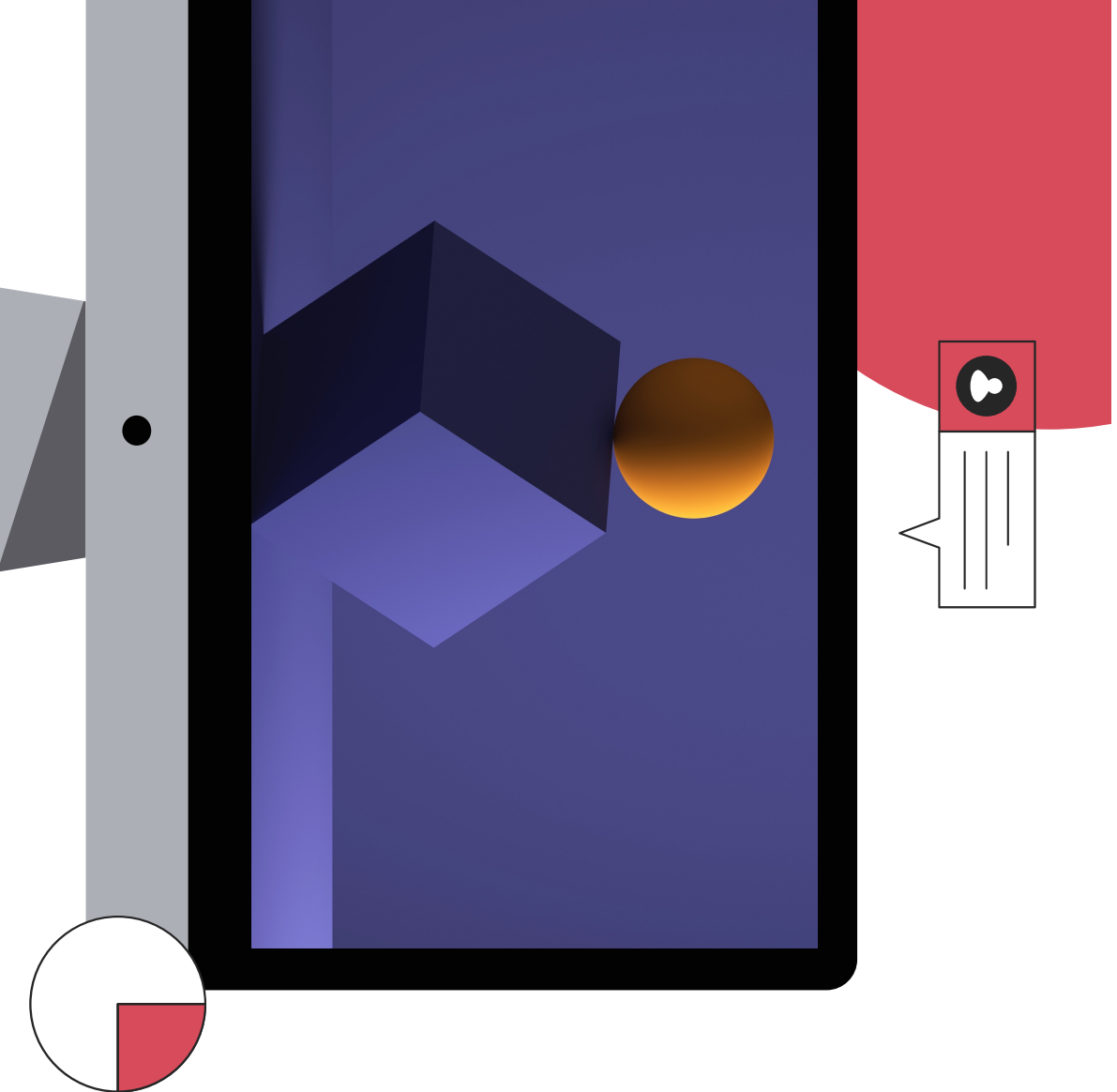


**TIME FOR**

**MEDIATION**

**PEACE CANNOT BE KEPT BY FORCE; IT  
MUST BE KEPT THROUGH  
UNDERSTANDING...**





# MEDIATION

## WHAT IT IS

Mediation is a structured, organized way, in which a trained facilitator assists in negotiations.

## WHAT IT IS NOT

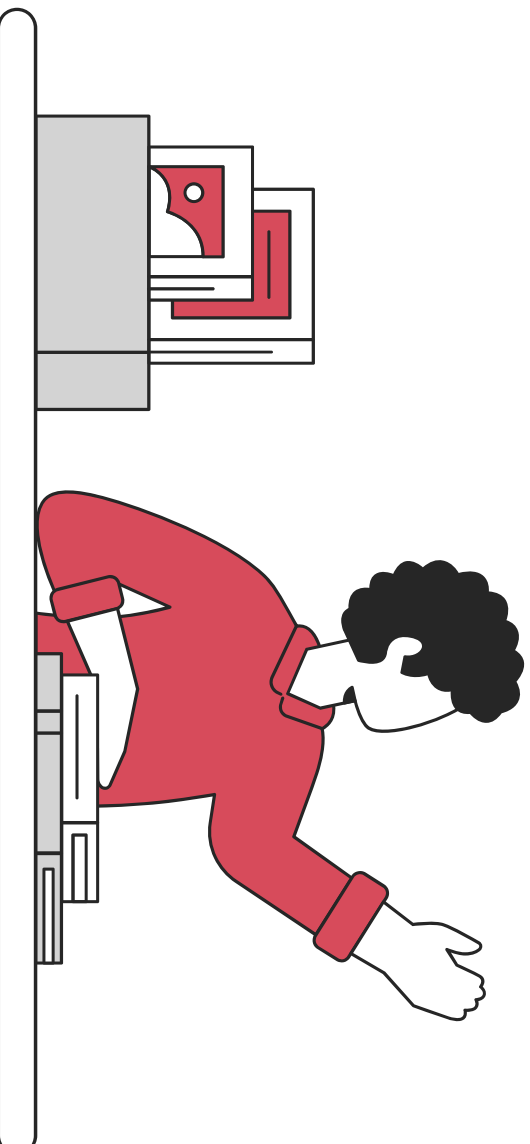
Mediation is NOT a method to get your way, or to force another party into your perspective.

# VOLUNTARY

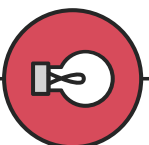
Mediation is a voluntary process; it is mutually entered into by two or more parties to resolve a dispute or disagreement.

# PARTIES DECIDE

The mediator has no power to bind a solution between the parties; it is mutually agreed to by all parties.



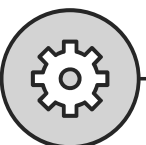
# HOW IS MEDIATION USED IN CONFLICT RESOLUTION



01

## FACILITATED DIALOGUE

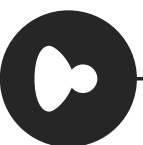
Where a trained mediator helps each party understand each other's perspectives.



02

## 'SHUTTLE DIPLOMACY'

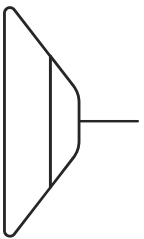
Sometimes, a trained mediator may need to go 'back and forth' between parties before they are ready to come to the 'table' together.



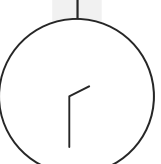
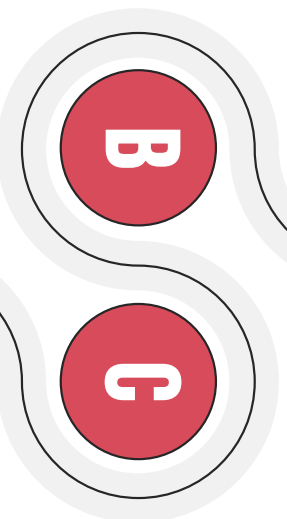
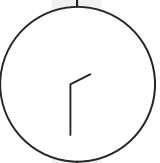
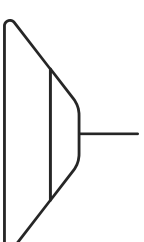
03

## FORMAL MEDIATION

A trained mediator helps guide a conversation between the parties to reach a solution/agreement.



# WHAT MEDIATION LOOKS LIKE



## START

Both parties agree ahead of time to certain ground rules and agree to resolve their conflict.

## MEET

After ground rules are set, both parties meet with a mediator (and/or persons of support) to dialogue about their concerns.

**B**

**A**

**G**

**D**

## CAUCUS

Caucus is when each party huddles to develop a strategy or response.

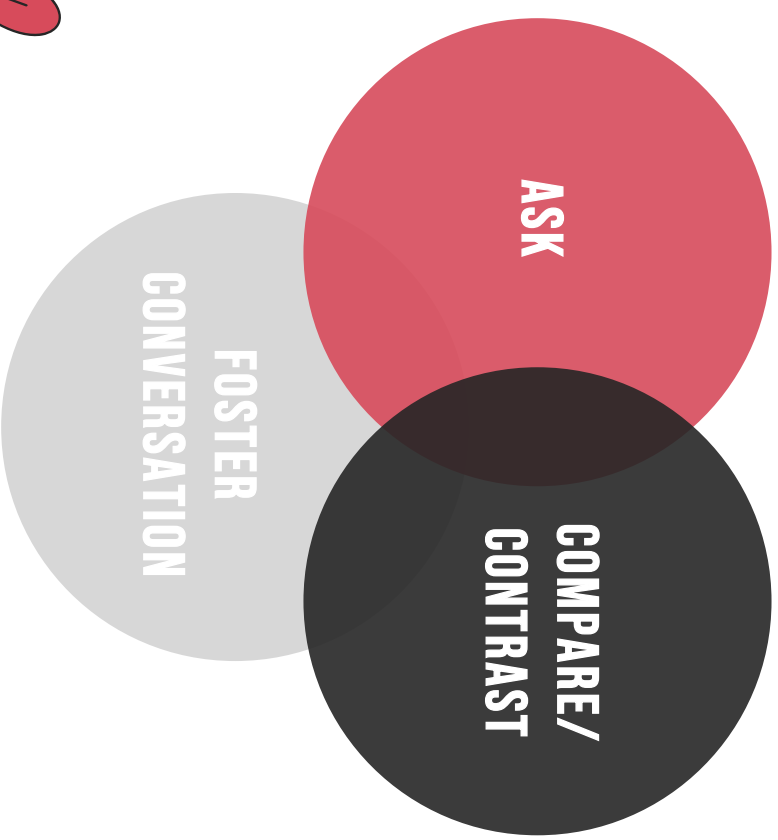
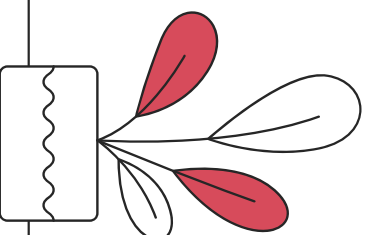
## REACH AGREEMENT

Once each party has reached agreement, they end mediation and commit to the terms of their agreement.

# WHAT DOES THE MEDIATOR DO

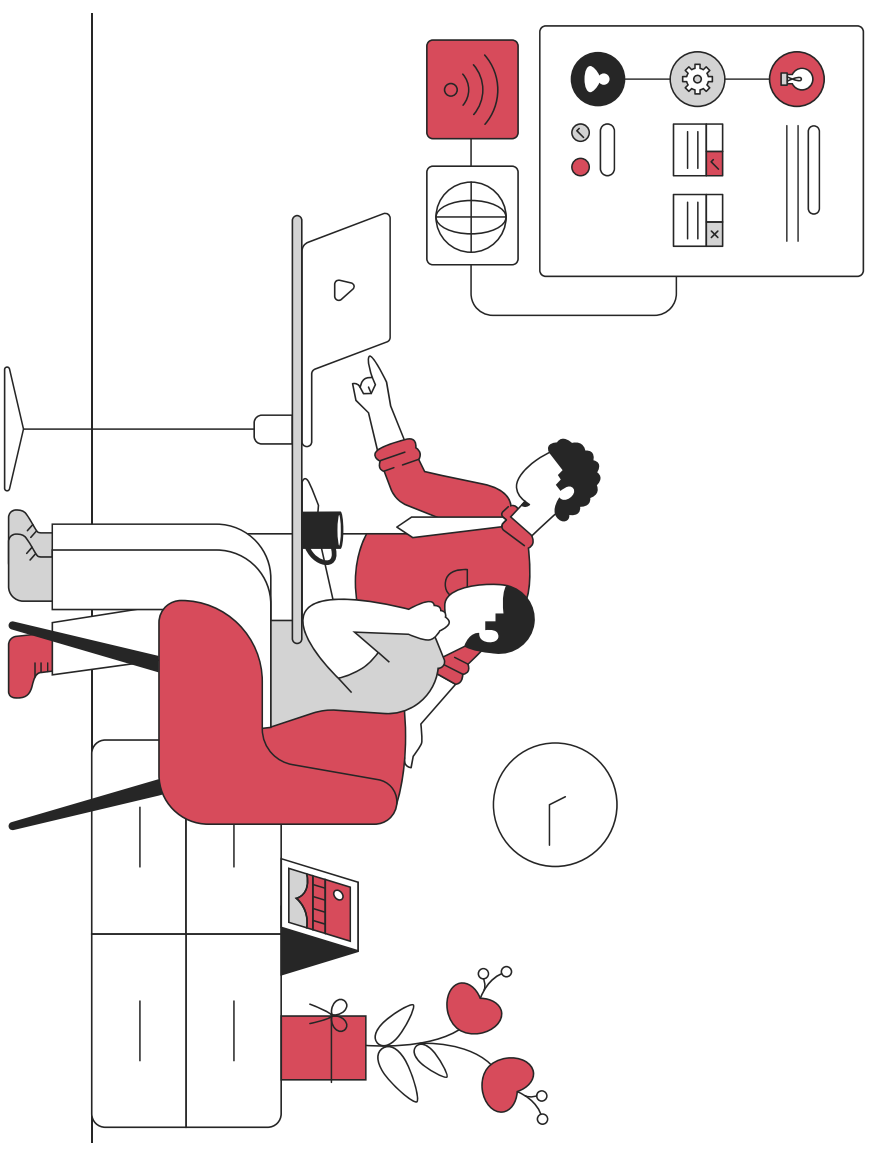
Skilled facilitators will help each party probe deeper into feelings or emotions that are driving the damage in the relationship

- ✔ Facilitators will stress patience.
- ✔ Facilitators will stress keeping focus on interests of each party.
- ✔ Facilitators will keep the ground rules in check.





# THE IMPORTANT? WHAT DO I REALLY WANT....





# ADDITIONAL RESOURCES

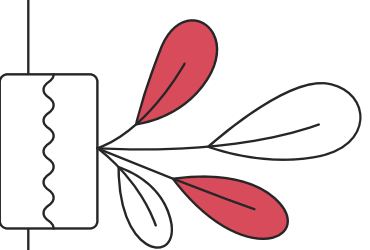
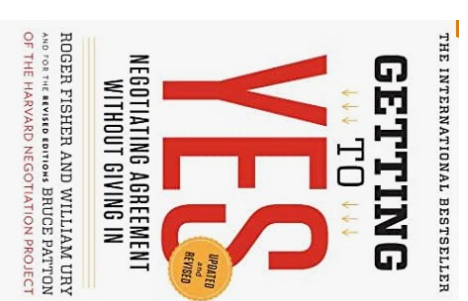
For additional resources, please use these references:

## RESOURCES

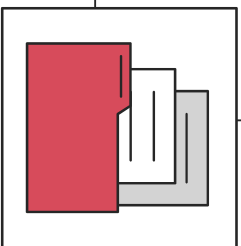
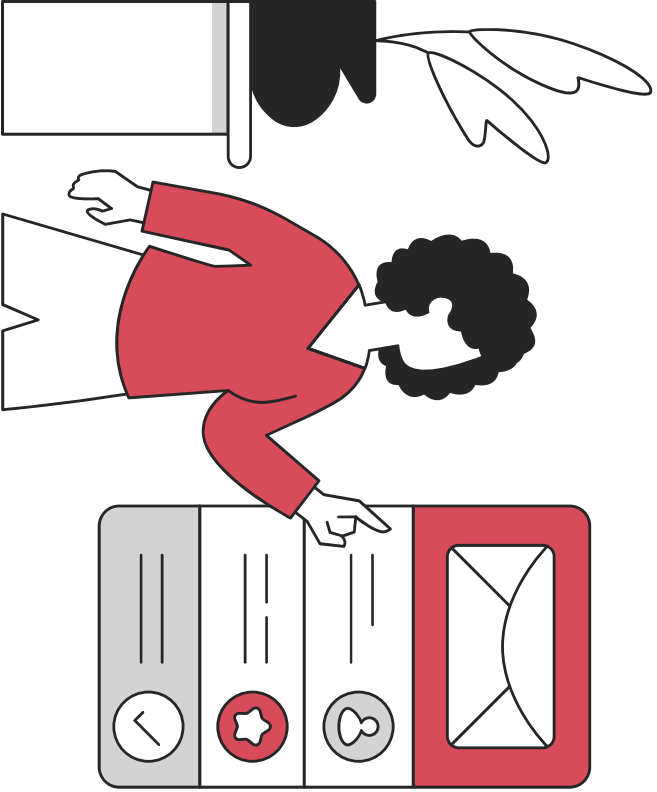
- <https://ctb.ku.edu/en/table-of-contents/implementation/provide-information-enhance-skills/conflict-resolution/main>
- <https://www.courts.state.md.us/video/court-help/what-is-mediation>

## FONTS

- Recommended Reading



# THANK YOU!



**DO YOU HAVE ANY QUESTIONS?**