**Got Conflict?  
*Community Support Teams in Cohousing***Elizabeth Mae Magill (Liz)• pastorlizm@gmail.com • 508-450-0431

**1) What is the purpose of your team?***What is your goal?*  
 Community Support versus Conflict Resolution  
 Community Support versus Facilitation  
*What is your focus?*  
 Individuals or Community  
 In meetings and/or out  
 Reactive or pro-active

**2) What are the boundaries for your work?**Does someone have to ask for help?  
What do you do about confidentiality? Privacy?  
Agreement to deal with issues that come up

**3) What are the contextual issues that affect your work**Mandatory reporting of abuse of children/elders/disabled  
Definitions of inappropriate sexual contact between children and youth  
Leash laws and pet registration laws.   
Farm animal laws.  
Condo guidelines  
Anti-harassment and restraining orders  
School bullying policies  
Budget and resources for mediation  
[Liability laws]

**4) Who should be on your team?**People who can hear hard things without being traumatized   
(Scars not wounds)  
People who are trusted by others in the community  
People who can be attacked without taking it personally  
People who are willing to say what needs to be said  
Specific professions? Open or by invite?

**5) Common starting questions**Is this in our mandate?  
Who in the story is the person who needs help?  
Is this an individual or community issue?  
Do we have the resources to provide this help?  
Is this something that can be solved?  
Are the people involved willing to be part of the solution?  
Who are the people on our team that will handle this?

**6) Strategies**Advice to an individual.   
Come with/Support an individual.  
Come with/Support a conversation  
Two people, one mediator each  
Facilitators of small group discussions  
Develop topics for discussion at meetings  
Process/Emotion watchers at meetings  
Follow-up from meeting emotions  
Calling out emotion at meetings

**7) The actual meetings with people**Consider training in mediation  
It is not therapy  
It is not Al-anon, but it sure helps.  
Listening to hear where the person is, not to find a solution  
Trust that everyone is doing the best they can in this circumstance  
Reflective listening—reflect back emotions.  
The person talking is the person getting the help.

**8) Useful phrases***One on one:* Are you asking me as a neighbor or as community support?  
 So what do you want to happen next?  
 Are you looking for advice?  
 How do you usually handle situations like this?  
 What do you think is going on?  
 Have you considered if it is something else entirely?  
*When supporting someone in a conversation* Did you want to tell them more about x?  
 Can you say more about how that affects you?  
 Can you tell X what you want?  
 Tell us what you just heard.

**9) Traps**  
Others expecting you to enforce agreements  
Attempting to speak for others  
Triangulation