

Resolving Conflict by Connecting

TALK TO EACH OTHER

Resolving Conflict by Connecting

TALK TO EACH OTHER

Elizabeth Mae Magill (Liz)

POST YOUR REACTION TO CONFLICT IN CHAT

- Freeze
- Flight
- Fight
- Laugh
- Cry
- Run-away

Got Conflict?

- Pets
- Parenting
- Parking
- Participation
- Plus more!

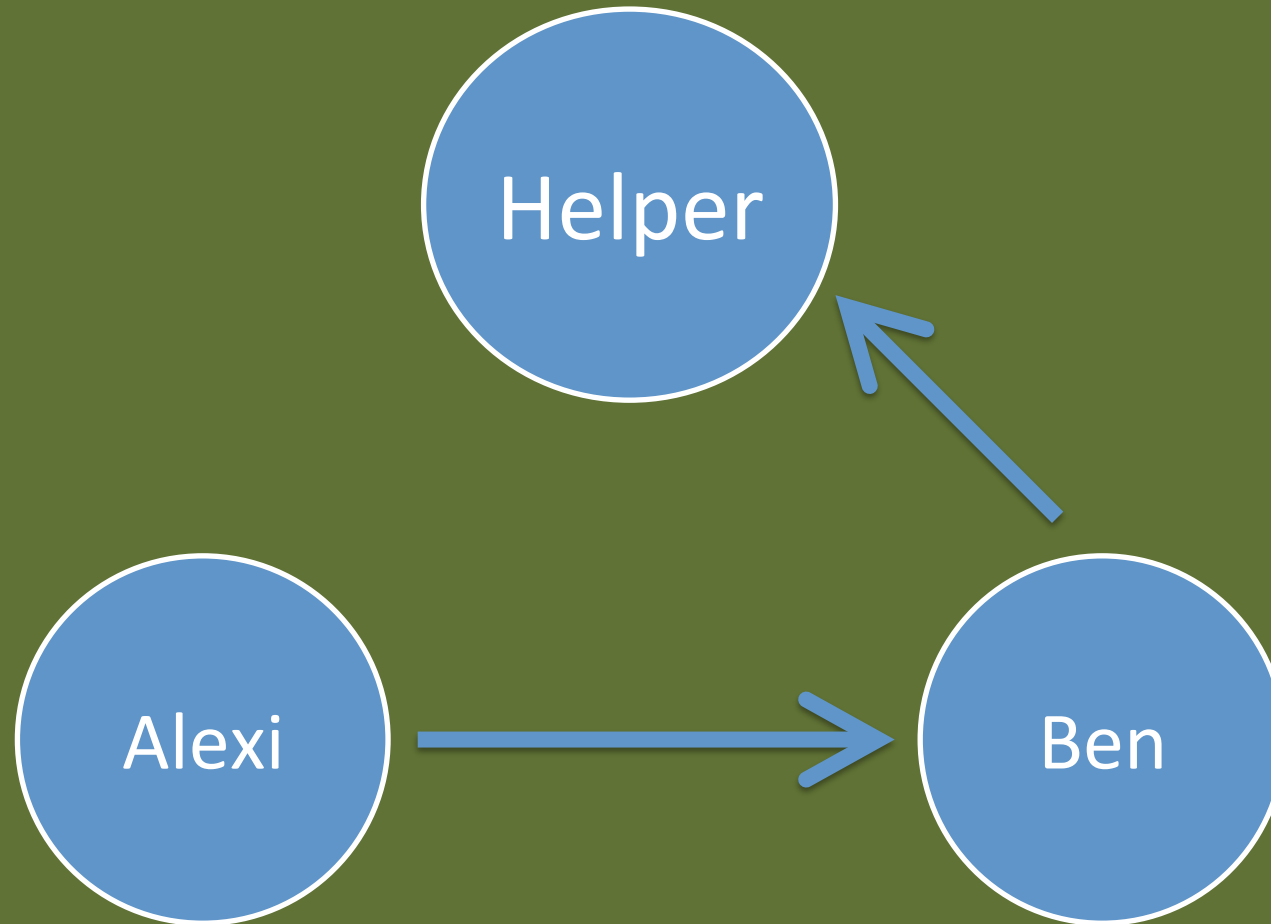
The Basic Theory of Helping

A. Self-Differentiation

- Good personal boundaries
- Healing from previous trauma
- Neutral and unbiased on the issue at hand
- Has own support system outside of issue
- Calm in the face of crisis

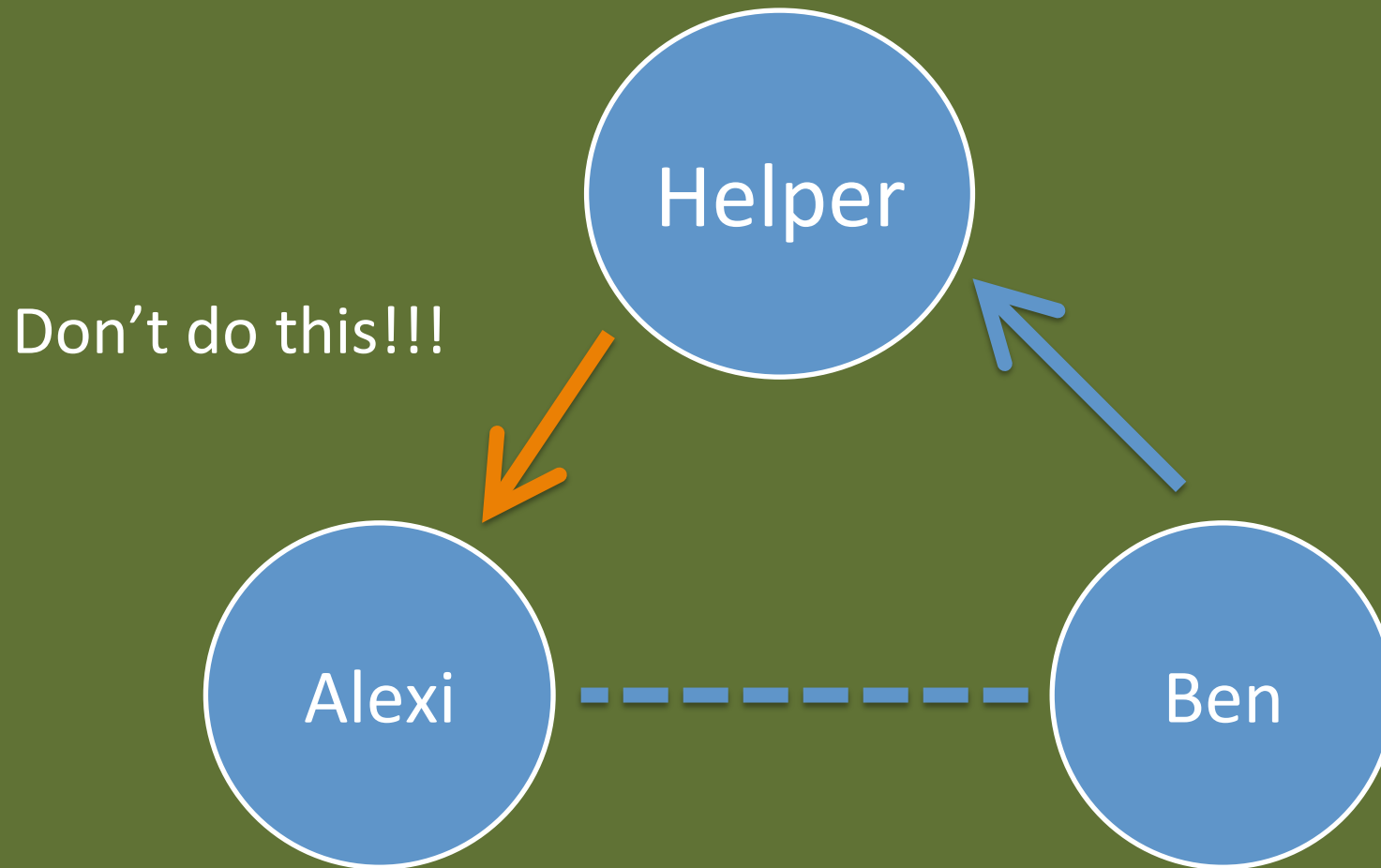
The Basic Theory of Helping

B. Avoid Triangulation



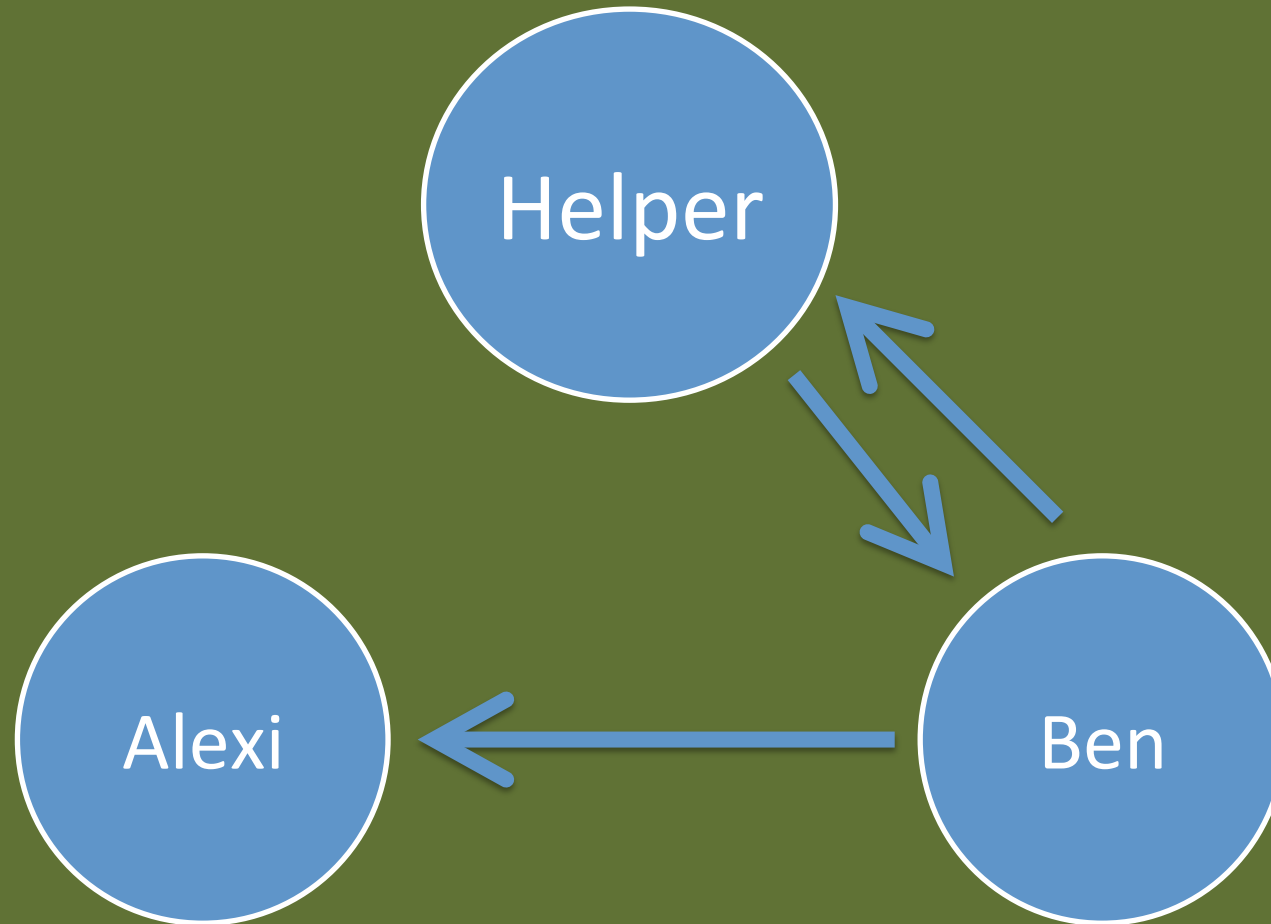
The Basic Theory of Helping

B. Avoid Triangulation



The Basic Theory of Helping

B. Avoid Triangulation



1. Community Support Team

What is your purpose?

- Community Support vs. Conflict Resolution
- Community Support vs. Facilitation

What is your focus?

- Individuals or Community
- In meetings and/or out of meetings
- Reactive or pro-active

2. Community Support Team

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. Community Support Team

Who should be on your team? People who:

- Can hear hard things without being traumatized
 - (Scars not wounds)
- Are trusted by others in the community
- Can be attacked without taking it personally
- Are willing to say what needs to be said
- In Specific professions?
- Are invited? Volunteer?

4. Contextual Issues (A)

- Condo guidelines
- Race, class, gender, disability, religion, immigration status, etc.
- Leash laws and pet registration laws.
- Farm animal laws.
- Budget and resources for mediation
- [Liability laws]

4. Contextual Issues (B)

- Anti-harassment and restraining orders
- School bullying policies
- Mandatory reporting of abuse of children/elders/disabled
- Definitions of inappropriate sexual contact between children and youth

5. 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?

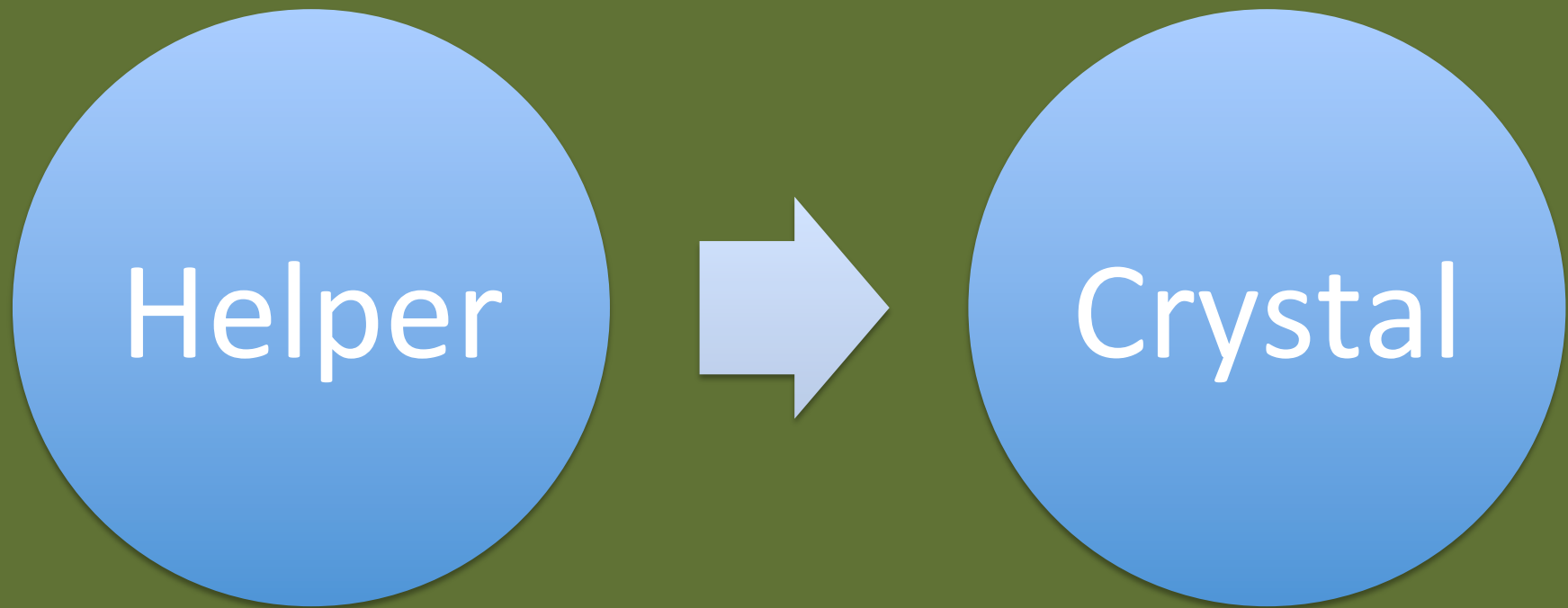
Resolving Conflict by Connecting

TALK TO EACH OTHER

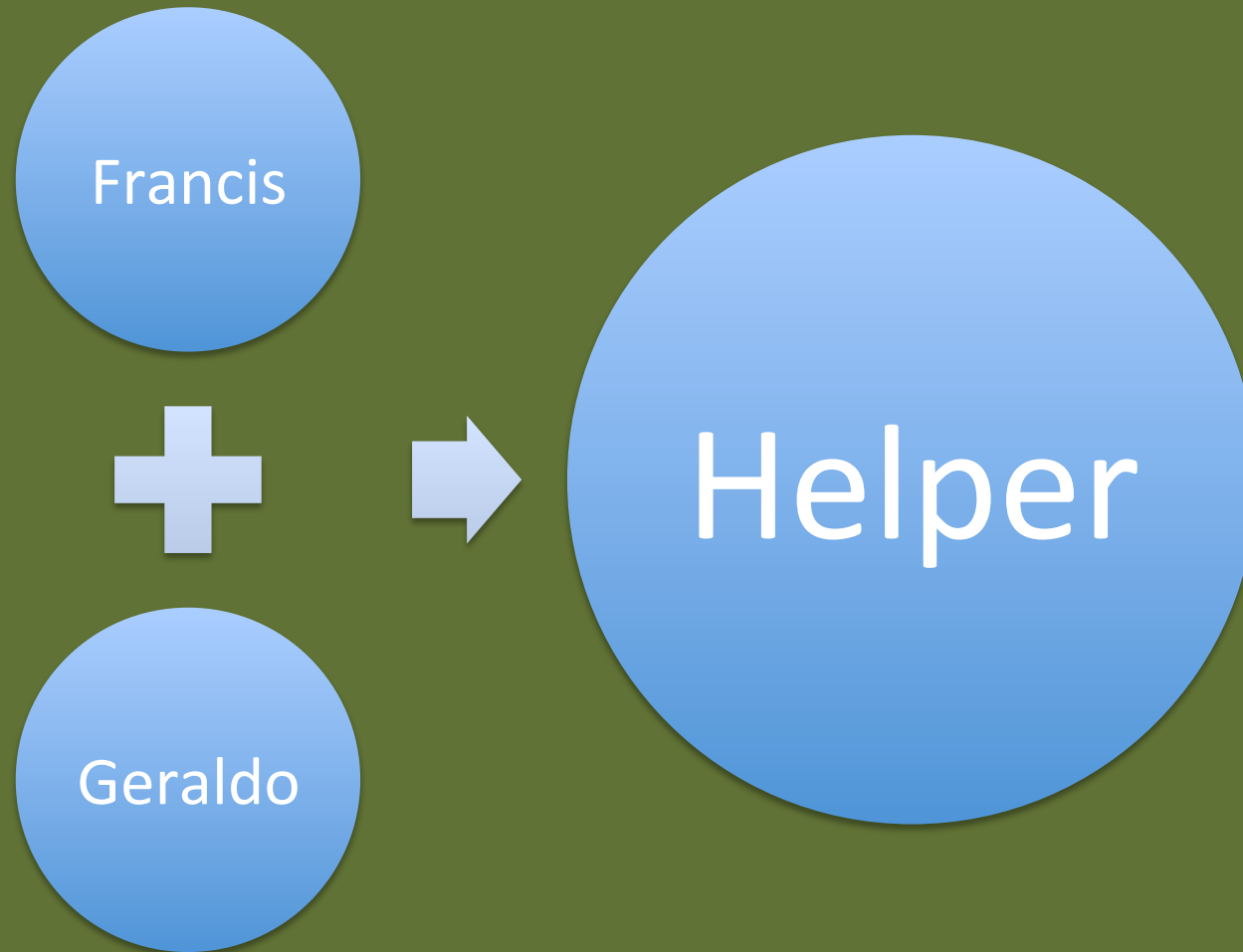
6. Help People Talk to Each Other

- Help **one person** who feels targeted
- Help **the conversation** between the Harm-Doer and the Target
- Help for **each person** in the conversation
- [Mediation as a Special Case]

Helping the Target



Helping the Conversation



Helping the Individuals



Fatima

• Helper F

Jae-Hwa

• Helper J

6. Strategies to Help Meetings (B)

- Develop topics for discussion at meetings
- Facilitate small group discussions
- Process/Emotion watchers at meetings
- Calling out emotion at meetings
- Follow-up from meeting emotions

7. Listening to People

The person talking is the person getting the help.

- Listening to hear, not to find a solution
- **Empathetic** Listening (Living Room Conversations)
- Reflective listening—reflect back emotions.
- Not therapy. It is not Al-anon, although it helps.
- Trust that everyone is doing the best they can.
- Consider training in mediation

8. Useful Phrases: One-on-One (A)

- Are you asking me as a neighbor or as community support?
- 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 could be something else entirely?

8. Useful Phrases: One-on-One (A)

- Can you have this conversation with the Harm-Doer?
- What do you think they will say?
- Do you want me to come along?
 - If yes, I'll also visit with Harm-Doer
 - They may want someone with them also.

8. Useful Phrases: In Conversation (B)

- Did you want to tell them more about [repeat words]?
- When we talked you said [hint at topic]. Do you want to bring that up here?
- Can you say more about how that affects you?
- Can you tell [person] what you want?
- Tell us what you just heard.

Resolving Conflict by Connecting

TALK TO EACH OTHER

9. People Who Won't Deal

TARGET WON'T DEAL

- Help find other strategies
 - What can you do to get it off your chest?
 - How can you stay safe?
- Ask again after some time has gone by
- Remind them when there is a repeat that it won't change if they don't tell the harm-doer
- Encourage reconnecting socially if it feels safe.
- Don't solve it for them!

HARM-DOER WON'T DEAL

- Remind them of community commitment to deal with issues (if you have that).
- Check-in again after some time has gone by
- Encourage reconnecting socially for some time
- Don't solve it for them!

10. Traps to Watch For

- Others expecting you to enforce agreements
- Being asked to speak for others
- Anonymous and “everyone says” topics
- Triangulation
- Your own bruises and wounds
- Finding yourself speaking on someone’s behalf
- Gossip

Resolving Conflict by Connecting

TALK TO EACH OTHER