



# Community Dispute Settlement Center

*GOT CONFLICT?*

Deal with Conflict Effectively:  
Tools for Your Toolbox

Presented by:

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In pairs.....

Say something about you that we  
wouldn't know by looking at you.

# Lesson #1

## Don't Assume

**CONFLICT**

## Lesson #2

# Conflict Can Be Positive

# Conflict Styles

**Compete**

**Collaborate**

**Compromise**

**Avoid**

**Accommodate**

**Goal**

**Compete**

**Collaborate**

**Compromise**

**Avoid**

**Accommodate**

*No way*

**Relationship**

**Goal**

**Compete**

**Collaborate**

**Compromise**

**Avoid**

**Accommodate**

*Your way*

**Relationship**



**Goal**

**Compete**

*My way*

**Collaborate**

**Compromise**

**Avoid**

**Accommodate**

**Relationship**

**Goal**

**Compete**

**Collaborate**

*Our way*

**Compromise**

**Avoid**

**Accommodate**

**Relationship**

**Goal**

**Compete**

**Collaborate**

**Compromise**

*Half way*

**Avoid**

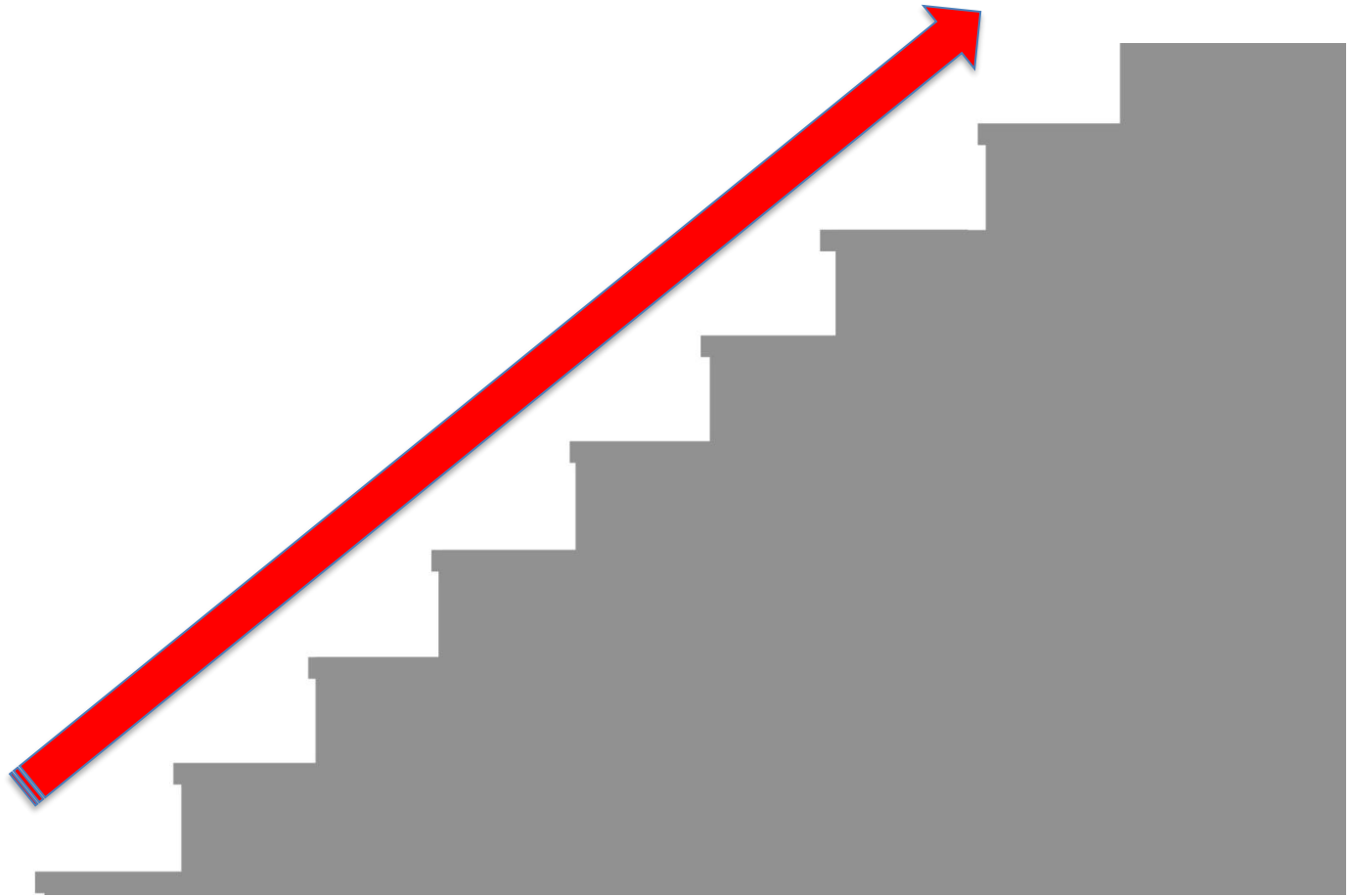
**Accommodate**

**Relationship**

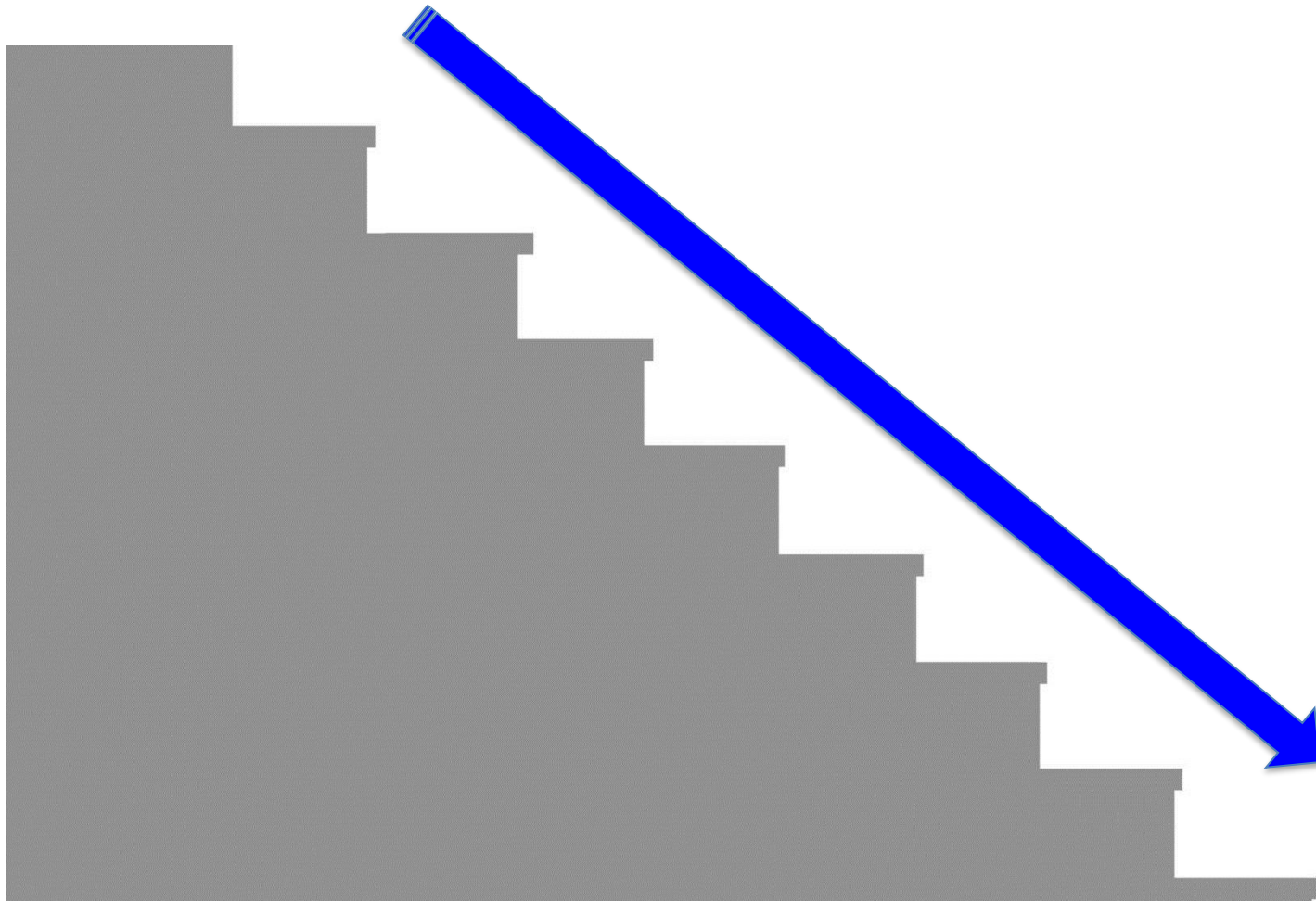
## Lesson #3

There Is No One Right Style

# How Conflict Escalates



# De-escalation & Prevention Strategies



# **Effective Communication**

## **Listening for What Matters**

# Effective Communication

## Communicating to be Heard

Express messages in a way that doesn't attack your listener and helps them to understand your concerns.

- Identify and delete any loaded language
- Identify the issues and interests (needs)
- Intention and impact
- Consider: Start with "I" (which takes responsibility for message) instead of "you" (which blames).

**"I feel \_\_\_ when \_\_\_ because \_\_\_\_\_ so what I'd like \_\_\_\_\_."**



# Got Conflict?

## Talk it Out



[www.communitydispute.org](http://www.communitydispute.org)

(617)876-5376

# Try Mediation!

# OUR SERVICES

## MEDIATION

### COMMUNITY

- Family
  - Divorce/Separation
  - Parents/Teens
  - Elders
  - LGBTQ
- Neighborhood
- Housing
- Workplace Organizations
- Community Partners
  - Police
  - Legal Services
  - Social Services

### COURT

- District
- Probate & Family
- Juvenile
- Superior
- Land

### YOUTH

- Schools
- Communities

## FACILITATION

### FOR GROUPS

- Non-profit boards
- Workplace teams
- Housing communities
- Social change activists
- Municipal agencies
- Schools & Colleges

## TRAINING

### MEDIATION

- Basic
- Advanced
- Specialized, e.g.
  - Divorce
  - Elders
  - Landlord/Tenant

### PRACTICUM

- Supervised Mediation for New Mediators
  - Observe actual mediations
  - Co-mediate with experienced mediators
  - Receive feedback

### CONFLICT SKILLS WORKSHOPS

- Staff/Managers in Human Services Organizations
- College Resident Advisors (RA's)
- Professional Groups: HR, Eldercare, Legal, Educators
- Youth: Leaders and Advocates
- Municipal/Public Entities/Law Enforcement