

Tips, Secrets and Inside Information

Conflict Resolution 101

2012 PRINCE WILLIAM NEIGHBORHOOD CONFERENCE

Prince William County Complex ❖ Woodbridge, Virginia

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CONFLICT FOR ME IS LIKE. . .

When you think of conflict, what words or word pictures come to mind?

MYTHS CONCERNING CONFLICT

- The presence of conflict is a sign of poor management/organization
- Conflict is a sign of low concern for the org/business/neighborhood.
- Anger is negative and destructive.
- Conflict, if left alone, will take care of itself.
- Conflict must be resolved.

TIP # 1

- Know your style of conflict management and size up the other person's style.
Know when to use which style.

Tip #2

- Diagnose the characteristic(s) of the problem. At its core, what is it really about?

Tip #3

- Guard against anti-communication from the other person and from you.

Secret #1:

THE FIVE PRINCIPLES OF C.R.

- Separate the people from the problem.
- Focus on interests, not positions.
- Generate options for mutual gain.
- Assure a fair process.
- Practice direct communication.

What's The Problem?

- A group of neighborhood teens play basketball loudly next door. You have to sleep during the day for your night job.
- Your neighbors two doors down park their cars on their front lawn. This is an eyesore to the neighborhood.

Secret #2



Secret #3

- Communication is all about listening so others can speak and speaking so that others can listen.

Inside Information

- Responding to an Angry Person

Inside Information

- The Iron Laws of Human Behavior

Videos

- <http://vimeo.com/36295423>
- (Landlord Tenant)
- <http://vimeo.com/36297027>
- (Neighborhood)
- <http://vimeo.com/36297590>
- (Divorce)