

Calming Conflicts and Resolving Disputes

August 14, 2018

Objectives

- Review conflict theory to assist in the ability to recognize and resolve conflict early
- Provide a practical skill to improve early resolution
- Provide resources for further information

Types of Conflict

Data



Relationship



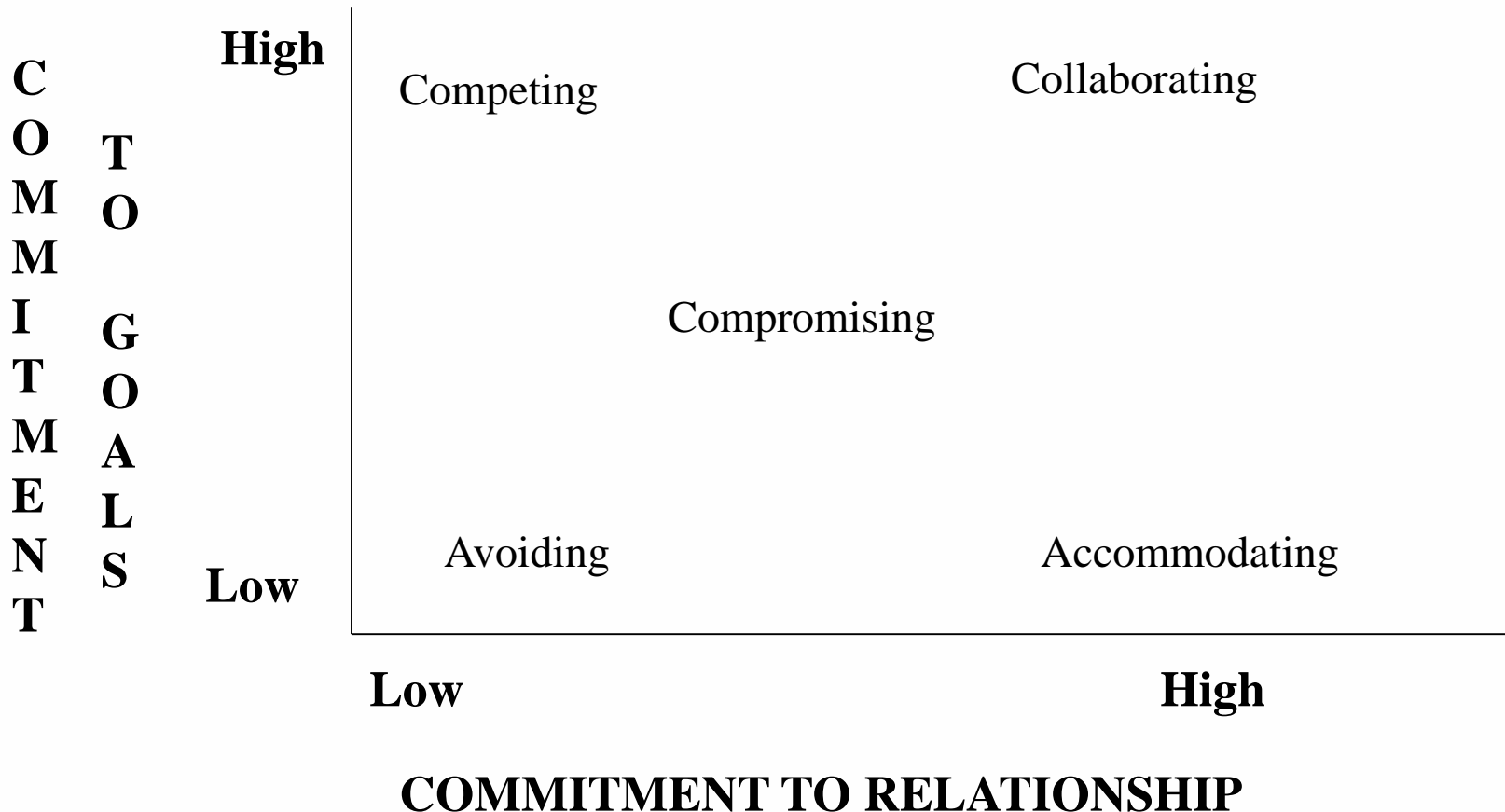
Values



Structural



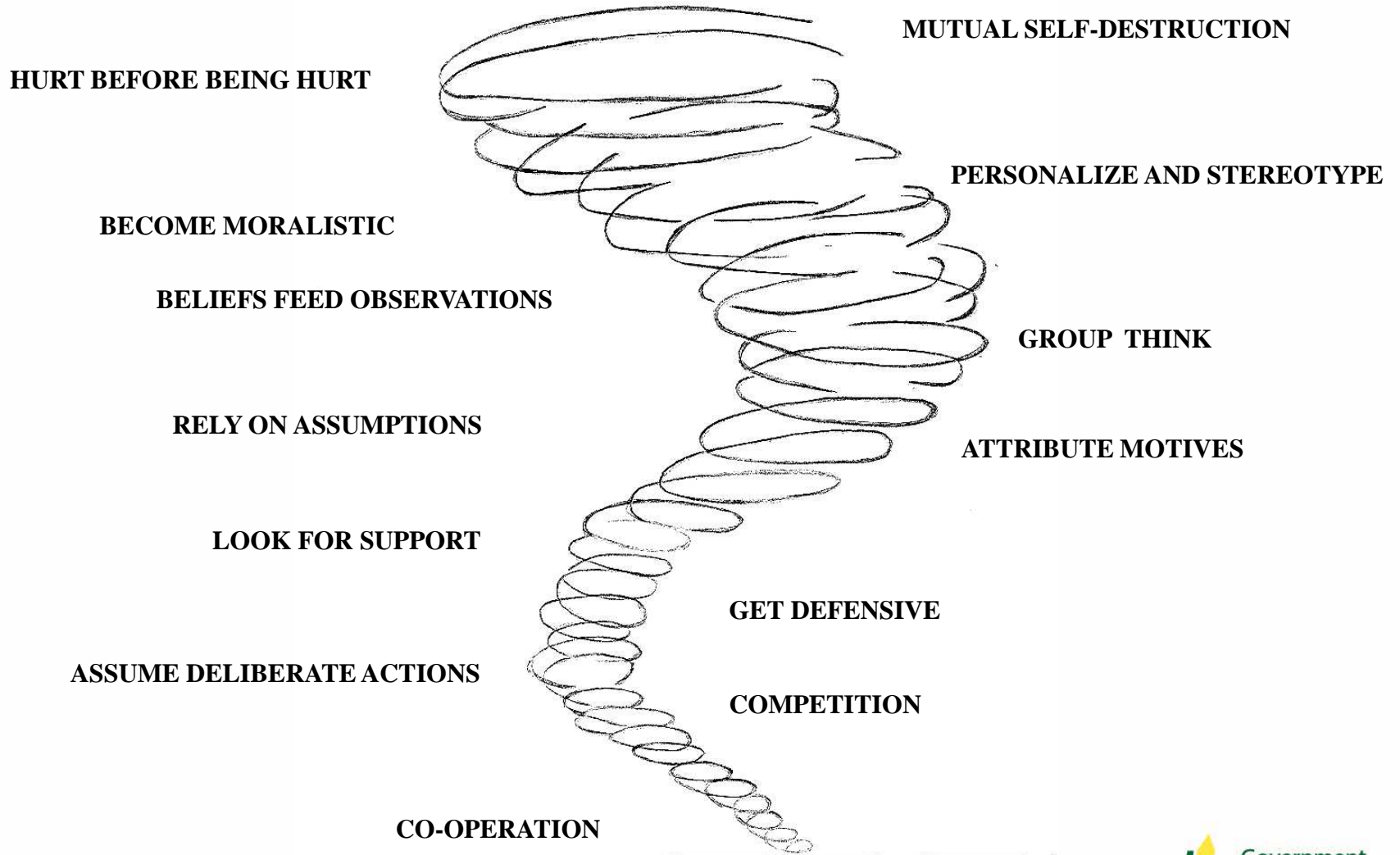
Approaches to Conflict



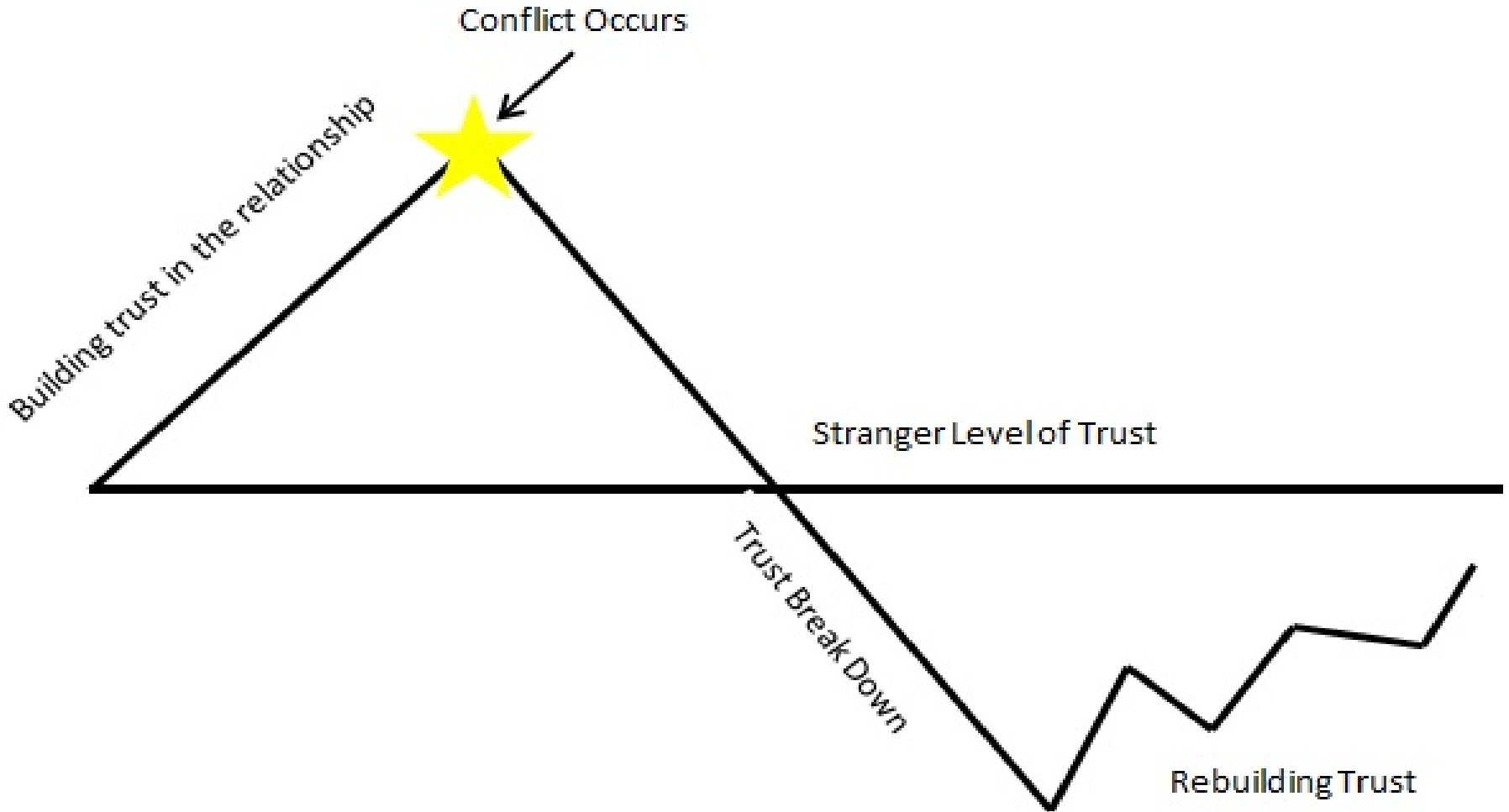
The Cash Register Story

- Read through the story and answer the following questions.
- T – True; F – False or ? – Don't know
- What assumptions did you make as you were answering the questions?
- What caused you to make these assumptions?

Conflict Escalation



Trust



Raising Issues

- 1. Describe the behavior** that is not working for you. Use non-judgmental words and do not make assumptions. **What?**
- 2. Describe the impact** the behavior has had on you. Use “I” language to limit judgement and assumptions. **So What?**
- 3. Listen to understand perspective.** Ask for input on how to resolve the issue before stating your opinion. Be watchful of your personal defensiveness.

Now What?

Scenario

You just finished a particularly heated council meeting. As a discussion was happening about a new bylaw one of the council members became heated, angry and began swearing at a council member. As another member of council you have decided to raise this issue with the escalated council member.

Municipal Peer Network

- The Municipal Peer Network is a network of administrators and elected officials who can give advice and offer suggestions to their peers in resolving conflict.
- The peer mentors are senior elected officials and administrators who are experienced and willing to share their knowledge with colleagues to help resolve complex issues or conflict.
- The Municipal Peer Network is easy to access and free of charge.

Saskatchewan Municipal Peer Network

[About](#) [Mentors](#) [Resources](#) [Contact](#)

Dispute Resolution Office

- The Dispute Resolution Office offers facilitation, mediation and training work for all municipalities. Trainings can be customized to suit needs.
- The DRO uses a fee for service structure. The current rate is \$150 per hour for all services.
- The DRO can also be used as a sounding board to municipalities wondering about services available as it relates to working through conflict.

Contact Information

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