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

Values

Relationship

Structural
Approaches to Conflict

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<th>High Commitment to Goals</th>
<th>High Commitment to Relationship</th>
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COMMITMENT TO RELATIONSHIP
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

- Hurt Before Being Hurt
- Become Moralistic
- Beliefs Feed Observations
- Rely on Assumptions
- Look for Support
- Assume Deliberate Actions
- Co-Operation
- Competition
- Get Defensive
- Attribute Motives
- Group Think
- Personalize and Stereotype
- Mutual Self-Destruction

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Trust

- Building trust in the relationship
- Conflict Occurs
- Stranger Level of Trust
- Trust Break Down
- Rebuilding 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 watchfulful 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.
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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