

Creating Agreement

Conflict Resolution

Collaborative Problem Solving



Workshop Outcomes

Participants will acquire an increased awareness of the breadth of issues and strategies associated with Dispute Prevention/Early Resolution including:

- Gaining a better understanding of conflict and the ways that people respond
- Learning about practices and strategies that comprise the “Continuum” of conflict resolution options
- Understanding the power of listening in preventing and resolving conflicts
- Gaining an awareness of interest based problem solving strategies
- Understanding the important role of cultural issues in relation to resolving disputes
- Becoming aware of useful resources for additional information and support

Conflict

CONFLICT

What does the word “conflict”
bring to mind?

Conflict

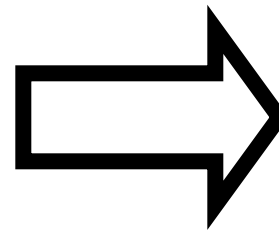
Expressed struggle

Two or more people

Interdependent

Strong emotion

Perceived blockage

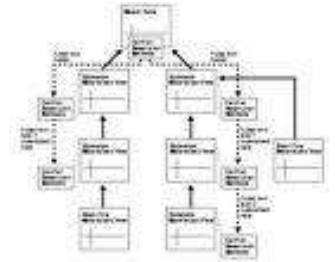


Needs
Values

Spheres of Conflict

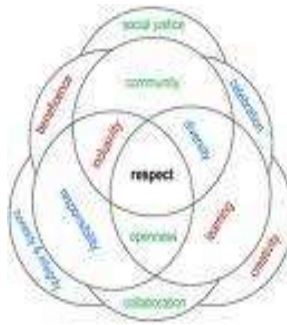


Structural
Conflicts



Data
Conflicts

Value
Conflicts



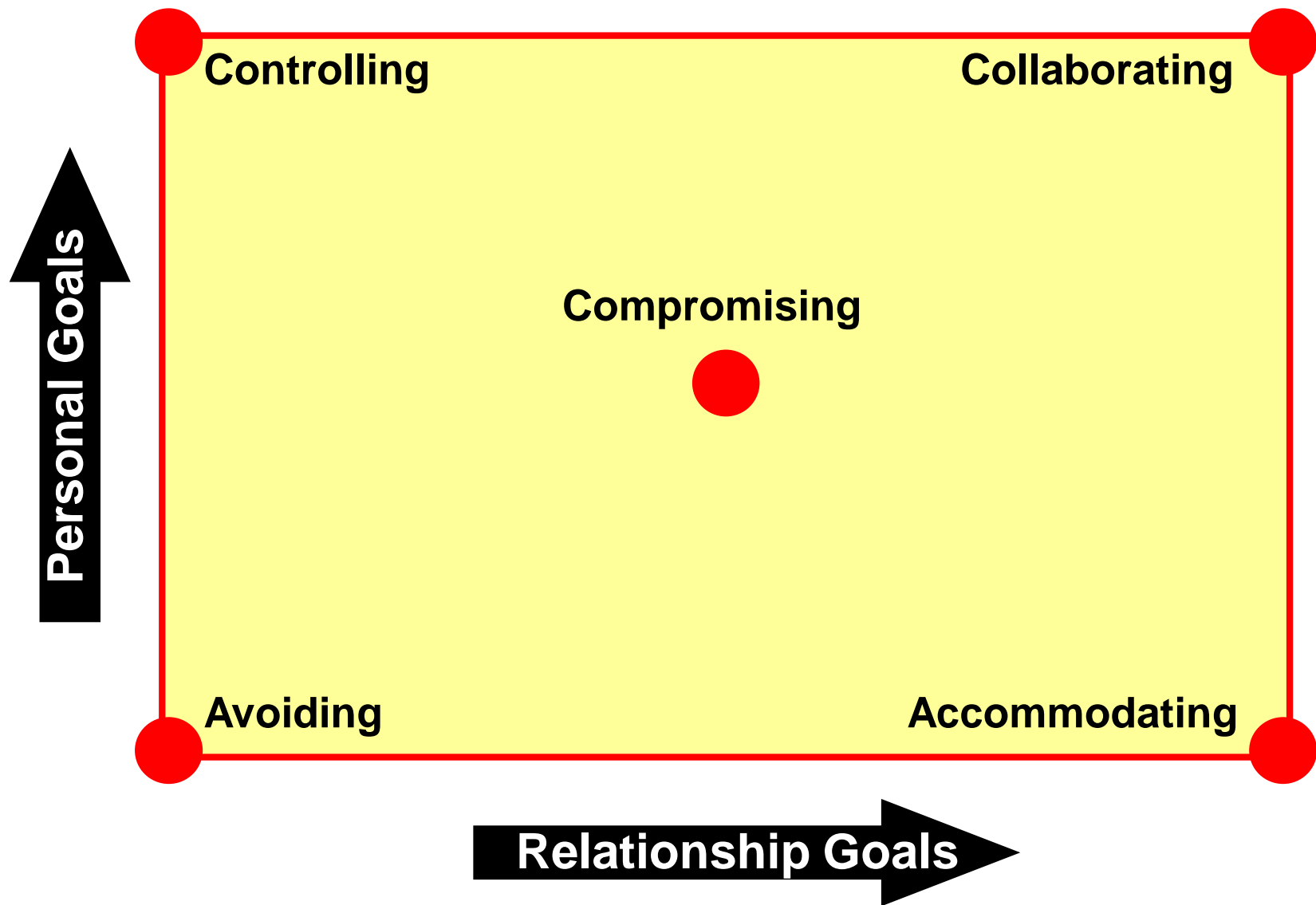
Relationship
Conflicts



Interest
Conflicts



The Five Conflict Handling Modes



Think about it...

Your son, who is in the sixth grade, wants to grow his hair long and pierce his nose.



Think about it...

You are meeting with a parent whose child has just been diagnosed with a significant healthcare need. When you introduce yourself, the parent becomes belligerent and defensive and raises her voice in a way you perceive as potentially threatening.



Positions & Interests

Positions & Interests

Position:

Specific solution proposed to resolve problem – the “What”

Interest:

Underlying real need/ desire that gives position its life (beliefs, values, expectations, fears, priorities, hopes, concerns) – the “Why”

Depositioning:

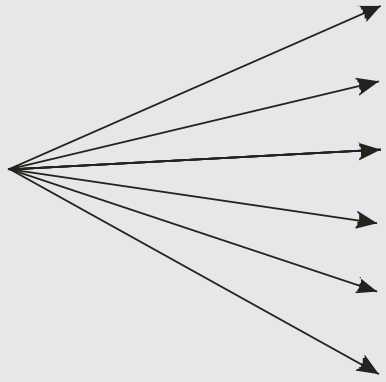
Why is that solution so important to you?





Position

Be in by 10:00



Possible Interests

- Concern about safety
- Wanting to be a good parent
- Wanting to exercise control
- Wanting to protect against bad influences
- Wanting to be able to sleep at night
- Concerned about what neighbors think

Sample Positions:

Education: “If a child disobeys the rules, they **will be** suspended.”

Child welfare: “Family visitation for a child in foster care **cannot be** at the family’s home.”

Finding the Interests

What need is the person taking this position attempting to satisfy?

What is motivating the person?

What is the person trying to accomplish?

What is the person afraid will happen if a demand is not fulfilled?



Finding the Interests

Question, question, question...

- "Why is that solution so important for you?"
- Why are you suggesting...?
- "What would you accomplish in getting what you want?"
- "What if that did/didn't happen?"
- "How will you be affected by...?"
- **"Imagine that you got _____; what would be taken care of?"**

Explain your interests

Communicate and explain your interests.

Make your interests come alive.

Acknowledge the other party's interests.

Share your interests and reasoning first and proposals later.

Summary: Interest-based Negotiation

Aims not to change the other person, but to change negotiation behavior

Shifts from "your position versus mine" to "you and I versus the problem"

Involves a mutual exploration of interests to yield more creative options.

Uses objective criteria

Listening

“Seek first to understand,
then to be understood.”

Stephen Covey, “Habit 5”
Seven Habits of Highly Effective People



Listening

- Think of a time when someone listened to you.
- What did he/she do that made you feel s/he was listening?
- What was his/her attitude toward you?



Listening

Following the thoughts and feelings of others to understand what they are saying from their perspective, frame of reference, or point of view.

Dignity and Respect

EARS



EYES

UNDIVIDED
ATTENTION

HEART

The Chinese characters that make up the verb “to listen” tell us something about this skill.

Reflective Listening

The HEART of listening is:

EMPATHY, CARING & RESPECT

Main rule:

KEEP THE FOCUS ON THE OTHER

Basic skill clusters for reflective listening:

Attending skills

Following skills

Responding skills

Listening



- You can't do two things at once if one of them is listening.
- You can't listen if you are trying to figure out what to say.
- You can't listen if you are assuming.

Listening

Listening for the heart... with the heart...

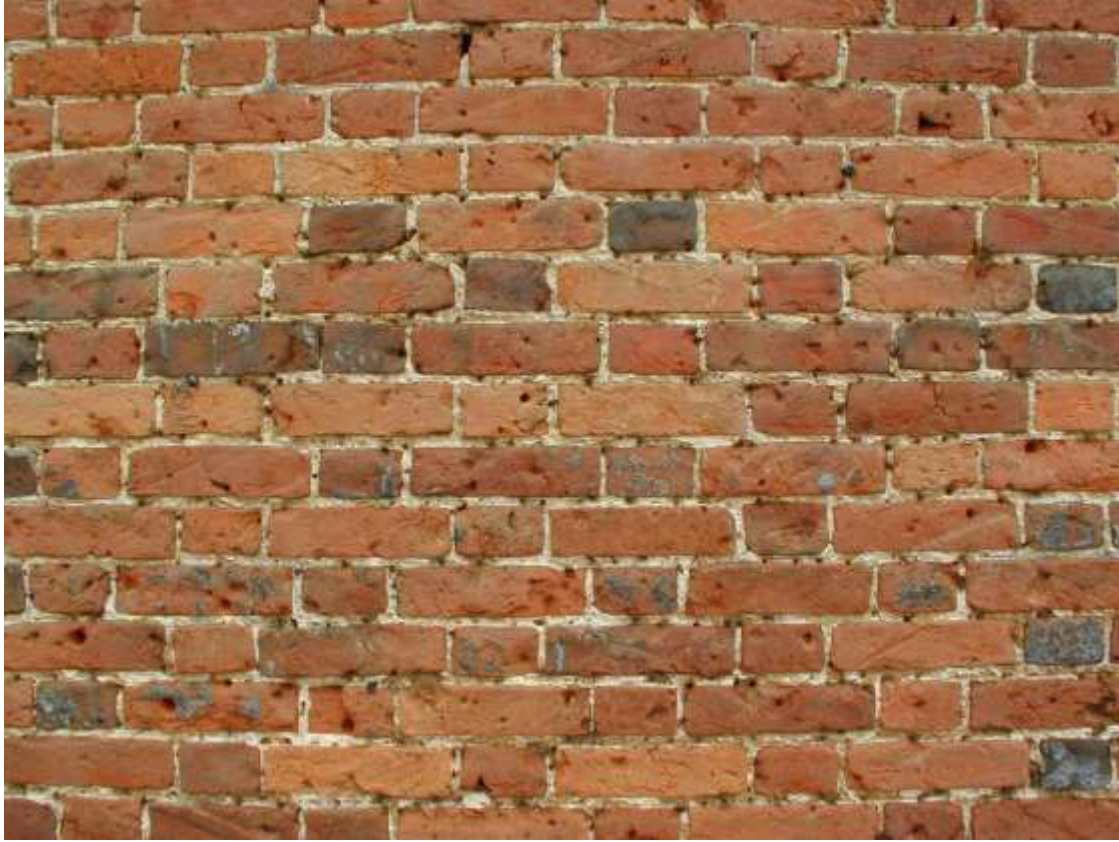


To See (or Hear) Clearly



- It is only with the heart that one can see clearly; what is essential is invisible to the eye.
 - *The Little Prince*
Antoine de Saint Exupery

What stands in the way?



What can we do?



Communication

Communication Essentials

Addressing Power Imbalances
Cultural Reciprocity



Power Imbalances

Inherent in Conflict

Actual and perceived power may differ

Participants may not be equipped/supported to participate effectively

Cultural differences may contribute

Recognize there are formal and informal forms of power



Power Imbalances

Addressing Power Imbalances

Well-facilitated processes and trained participants

Well-built relationships

Unbiased third party/facilitator

What else?



Cultural Reciprocity

Cultures have different ways of responding to conflict

Culture shapes status, relationships and social behaviors with regard to conflict resolution

Recognize that many people communicate and process information differently



Moving from Cultural Competence to Cultural Reciprocity



- Do unto others as they would have you do unto them.
- You can only practice cultural reciprocity if you listen with the heart...for the heart...and share your heart.

Creating Agreement

- ~ Establish rapport and trust
- ~ Uninterrupted time for each participant
- ~ Identify, clarify, summarize issues
- ~ Discuss issues & listen for common ground
- ~ Generate & evaluate possible solutions
- ~ Build agreements along the way

Commitment

People say, what is the sense of our small effort. They cannot see that we must lay one brick at a time, take one step at a time.

A pebble cast into a pond causes ripples that spread in all directions. Each one of our thoughts, words and deeds is like that...



-Dorothy Day

For more Information Contact:



SharedWork.org

www.sharedwork.org



CADRE, the National Center on
Dispute Resolution in
Special Education

www.directionservice.org/cadre



The IDEA Partnership

www.ideapartnership.org



Region 1 Parent TA Center @ SPAN

www.spannj.org; diana.autin@spannj.org

Thank You
for joining us for this presentation.

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