



Conflict Resolution HUMBER Residence

Workshop by:

Humber Dispute Resolution Clinic



Learning Outcomes



Understanding the meaning and causes of conflict



Separate the people from the problem



Understanding the different conflict styles



Managing Emotions and Triggers



Coming to a resolution/Getting to YES

Understanding conflict

- What Comes To Your Mind When We Talk About Conflict?
 - Disagreement
 - Argument
 - Quarrel
 - Squabble
 - Dispute
 - Not Compatible With
 - Misunderstanding
 - Dissension
- Note That: Conflict Is A Good Thing!!!

Causes of conflict

Exercise

- **Values**
 - Mention 3 Values You Live By
 - What Happens If They Are Threatened?
- **Culture**
 - Where Are You From?
 - How Do You Say Hello In Your Native Language?
- **Communication**
 - This Is The Most Important Of Them All!
 - Broken Telephone Game



Causes of conflict Understanding



Most Common Issues With Students Living In Residence

- Shared Living Space
- Bathrooms
- Kitchen
- Common Rooms
- Academic Anxiety
- Bullying

Separating the person from the problem

In Conflict Resolution, It Is Important To

- Identify What The Problem Is
- Separate The Students From The Problem

“When We Turn Our Negotiating Counterpart Into The Enemy, We Tend To Lose Focus On Resolving The Problem But If We Can Separate Our Dislike, Maybe Even Hatred, Of The Other Side From Our Goal To Resolve The Problem At Hand, We Become More Effective At Negotiating Deals That Are In Our Best Interest”

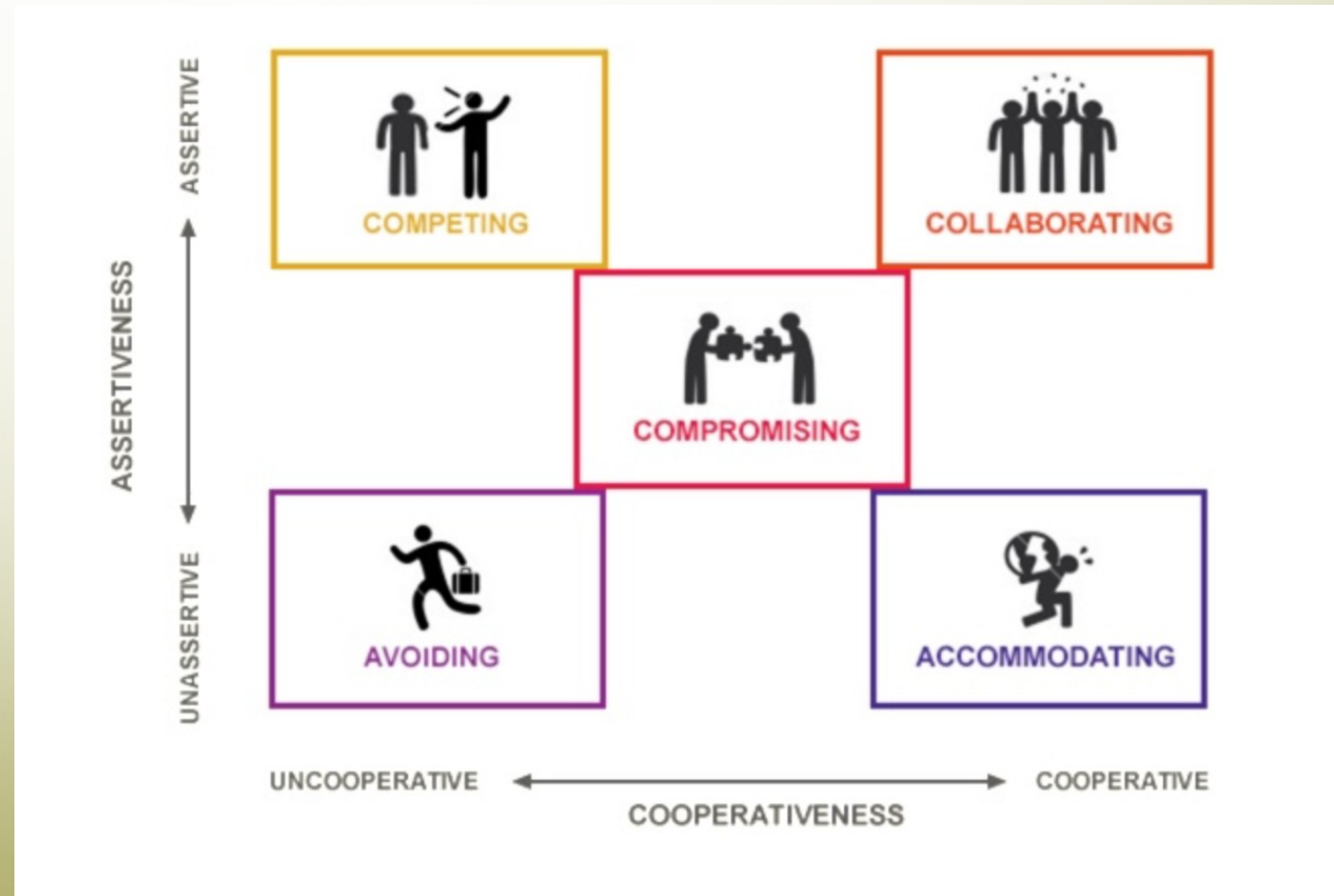
- *Chuck Doran, Mallory Minter And Megan Winkeler*

What is your conflict management style?

It Is Important To Identify Your Conflict Style First Before Attempting To Resolve A Conflict.

Most People Have More Than One Conflict Style.

It Depends On The Situation At Hand.



ACCOMMODATE

- ▢ This Style Is One Of Sacrifice, Selflessness And Low Assertiveness. You Are Willing To Give Up Just About Everything In Order To Preserve The Relationship With The Other Party.
- ▢ What Is Most Important To People Who Fall In This Category Is **The Relationship.**



COMPETE

- This Is A Style In Which One's Own Needs Are Advocated Over The Needs Of Others. It Relies On An Aggressive Style Of Communication, Low Regard For Future Relationships, And The Exercise Of Coercive Power.
- What Is Most Important To People In This Category Is The **Outcome.**



AVOID

- ❑ Avoiding Or Withdrawing From A Conflict Requires No Courage Or Consideration For The Other Party In Most Situations. By Avoiding The Conflict, You Essentially Pretend That It Never Happened Or Doesn't Exist.
- ❑ What Is Most Important To The People In This Category Is The **Outcome**



COLLABORATIVE

- ▢ Collaborating Involves Listening To The Other Party's Side, Discussing Areas Of Agreement And Goals, And Ensuring That All Parties Understand Each Other.
- ▢ Collaboration Requires Thinking Creatively To Resolve The Problem Without Concessions.
- ▢ What Is Most Important To People In This Category Is The **Relationship**



COMPROMISE

- Both Courage And Consideration Are Used When Both Parties Look For **Common Ground**. You Agree To Negotiate Larger Points And Let Go Of The Smaller Points.
- What Is Most Important To People In This Category Is The **Relationship**



MANAGING EMOTIONS & TRIGGERS

In student residence, there are a lot of different student with different emotions and triggers. Therefore in order to help them you should be able to perform one or all of the following:

- ▢ Identify the emotion/trigger words
- ▢ Acknowledgement of the emotions without triggering them
- ▢ Deescalate emotions by;
 - ▢ Focusing on the goal.
 - ▢ Ask questions like; what is most important to you?
 - ▢ Take breaks
 - ▢ Try circle training





Resolution

Getting to yes



CREATE OPTIONS



TEST THE HYPOTHESIS



GO BACK TO THE
DRAWING BOARD IF
NEEDED



Questions?