

# **MAXIMIZING GOVERNANCE**

CONFLICT RESOLUTION WORKSHOP

BY ST. STEPHEN'S COMMUNITY HOUSE

# WHAT WILL BE COVERED IN THIS WEBINAR

- What is Conflict
  - Good vs Bad Listening
  - Active Listening Techniques
  - Putting it into Practice
  - Community Mediation
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# THINGS TO KEEP IN MIND ABOUT CONFLICT

- It's inevitable
  - It offers an opportunity for learning and dialogue
  - It's about substance and relationship
  - Handling it well is empowering
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# WHAT COMES TO MIND WHEN YOU HEAR THE WORD "CONFLICT" ?



# ACTIVE LISTENING

Listen for what's important

Repeat what you heard: what they said, feelings, positive value

Pause for response

Acknowledge what you hear:

- Facts (key points)
- Feelings
- Values and Needs

# SCENARIO 1:

## COMMUNITY MEMBER APPROACHING BOARD

Faisal, a community member, approached your board to ask for support in a new initiative. You think the initiative has potential and is at least worthy of further exploration. The problem is that some of your board members have had personal conflicts with Faisal in the past (outside of the board), and you are worried that their personal feelings are getting in the way of being able to assess this initiative objectively.

How would you respond?



# RESPONSE TO COMMUNITY MEMBER APPROACHING BOARD

- Map dynamics between board members and Faisal through active listening
  - Encourage board members to think about separating person from problem/issue
  - Clarify boundaries
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## SCENARIO 2: NEW BOARD MEMBER

Inez is bright, motivated and recently joined the board. Inez is also younger than many of your board members, and her direct manner is unsettling to some. In the past few months, she has had some angry exchanges with other board members over how “things are done”, and she recently confided in you that she feels isolated and ignored. You want Inez to stay, but you also don’t want to upset your longer-serving board members.

How would you respond?



# RESPONSE TO NEW BOARD MEMBER

- Avoid temptation to prematurely engage in problem solving
  - Demonstrate empathy through active listening
  - Acknowledging doesn't mean you agree
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## **SCENARIO 3: CULTURE CLASH**

**Mashid and Vladimir are valuable employees in your organization. As their supervisor, you have noticed tensions between the two of them. Mashid confided to you that she finds Vladimir chauvinistic and condescending towards women. Vladimir confided to you that Mashid makes disrespectful remarks about his place of birth. While neither have escalated to a formal complaint, your other staff have noticed this dynamic and it is affecting the overall workplace.**

**How would you respond?**



# RESPONSE TO CULTURE CLASH

- Recognize your own biases
  - Avoid inserting your opinion/judgement when you are engaged in active listening
  - Consider mediation
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# COMMUNITY MEDIATION

A disagreement with a neighbour, roommate, family member, or someone else, can create stress in your life and make you angry or afraid. Conflicts that are left unresolved or are poorly managed often get worse.

Our community mediation service helps you change the way you communicate during conflict and provides a new approach to conflict resolution.

