Conflict occurs because of our assumptions about what will happen as a result of conflict.

**Three pieces to conflict:**

- **Self**
- **What the conflict is about**
- **Other**

**Most conflict is the result of:**

- Not knowing what to say
- Not knowing what to do
- Not saying what is so, when it is so

**Typical ways of handling conflict:**

- Compromise
- Bargaining
- Avoiding
- Situation
- Competition
- Intervention
Community Organizers as Peacemakers: A Cross-Cultural Conflict Resolution Model

Ask HOW, WHAT questions

How do all parties see the situation or issue?

How do they feel?

Who, WHAT, WHERE questions help reveal deeper issues, secure commitments

What do they want?

Closure questions: YES, NO, I DON’T KNOW

What is each willing to do or not do?

Why is not asked
TREE OF RESOLUTION

Find new ways of addressing conflict NOT win, lose, draw

Resolve conflict ASAP Use the 24-3-7 rule

Release judgement.

Ask questions. Be curious

Create situations where people can see, hear, feel interests instead of positions.

Seek to understand, then to be understood

Awareness of our own role & the nature of the conflict

“Mess is just a pile of opportunities in drag.” -Paul Hawken

VALUES & BELIEFS
STEREOTYPES, PREJUDICE, BIAS
POWER, AUTHORITY AND CONTROL
GOALS & PERSONAL NEEDS
LARGE AND SMALL TRANSGRESSIONS
ROLES, REWARDS, RECOGNITION
CHOICES, CHOICES, CHOICES
INVolVEMENT IN ISSUES THAT AFFECT OUR LIVES
FAMILY-WORK DICHOTOMY/LAYERING
COMMUNICATION & INFORMATION SHARING
PERCEPTIONS—DO WE REALLY WANT TO SEE & HEAR THE TRUTH?

Resource: DIG IN
WHAT IS DIALOGUE?
Dialogue is a talking “through”

GUIDELINES FOR DIALOGUE
Equality and the absence of coercive influence
Listening with empathy
Bringing out assumptions—your own first: no hidden agendas
Inclusion—even those who disagree
Invite participation honestly
Minimize mistrust—most disagreements stem from mistrust
Compartmentalize decision-making and dialogue
Focus on common interests, not divisive issues
Focus on conflicts between issues, not people
Encourage and maintain relationships
Collaboration refers to the process of a group of people working together or the act of working jointly. It usually occurs when two or more people interact and exchange knowledge in the pursuit of a shared, collective goal.

**Working Collaboratively:**

Some Principles to Assure Effective Functioning

**Shared Vision**
- Vision is the starting point
- We re-vision periodically
- The vision represents the personal visions of a broad range of stakeholders

**Inclusivity and Participation**
- Membership is open, representative, culturally diverse
- Meetings are user-friendly
- Membership is balanced between community and agency
- Workload is shared

**Open, Shared and Informed Decision Making**
- Everyone knows how decisions are made and participates in decision-making
- We use consensus as a decision-making tool
- We collect data and use it to make informed decisions
- We can resolve conflict

**Effective Communication**
- We communicate well with each other and the community at large
- Information is freely shared
- We have a communications plan
- We are known in the community
- The results of our work are shared with the larger community

**Facilitative Leadership**
- Leadership is shared
- Capabilities are recognized and used
- Ideas of all members are heard and respected
- We celebrate success
- New members can take on leadership roles
PROBLEMUNITY QUESTIONS

Perhaps all the dragons in our lives are only princesses waiting for us to act, just one, with beauty and courage.”
– Rainer Maria Rilke

1. What situation is calling on you right now to draw forth in order to address collaboration or conflict resolution?

2. What do you need to creatively cultivate collaboration and conflict resolution?

3. What new beliefs or assumptions may be needed right now to address what you are facing regarding collaboration and conflict resolution?

4. How might this challenge be inviting you to tap into a neglected gift or strength?

5. How might this situation regarding collaboration or conflict resolution be an opportunity to better know yourself or become more resourceful?

6. How might what you are expecting right now be inviting collaboration or creative conflict resolution?

7. How does the opportunity for collaboration or conflict resolution invite you to see the expectations you are holding? How might you want to adjust those expectations to better serve you in this moment?

8. How do you determine when a conflict resolution or collaboration situation is opportunity for growth and when it is just something that just has to get taken care of to move forward?