

Reach Within to Embrace Humanity 2011-12



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Tools and Skills for the Resolution of Conflict

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Aim of the Presentation

- There are a variety of problem solving techniques that can be utilised to minimise ongoing conflict or tension within the Club
- Most situations arise when one person is concerned about a specific incident
- The next step can stem from misunderstanding or misperception about the other person's motives
- This can lead to tension and helps to build towards a crisis and if it is not resolved a potential loss of a member or disharmony in the club between a number of members



Simple problem solving tools

- Hints that can be used by any club member who is concerned about the happiness or participation in club events of another member
- Be aware of problem solving tools to use in an informal discussion
 1. active listening – really hearing what they are saying
 2. asking effective questions - to clarify real meaning
 3. helping the person to manage their emotions
 4. clarify what needs to happen for them to move past this situation

Aim: to retain the concerned member as a comfortable, welcome and effective member of your club.



Conflict Resolution

one on one conflict counselling

Simple steps for problem solving counselling

–remember you are not a professional counsellor you are simply using Conflict Resolution Skills to manage the area of concern

- The skills needed in the first stage are:
- Active Listening so the person with the problem can hear themselves think
- Asking questions to clarify the real issues and preferred outcomes
- Making sure you do NOT interpret the situation from your own perspective
- Defining the problem and their preferred future actions/solutions
- Setting up an action plan
- Checking back to see if the action plan is working



Guidelines for Facilitation

Part 1

Guidelines for the Facilitation of Meetings

The Facilitator's Role is:

- To be Without bias and to be objective
- It is not arbitration. It is to assist the participant make their own decisions
- to write up the decision-making process where applicable
- to assist on procedures
- to be responsible for the process of the meeting rather than the content, i.e. the role of the facilitator is about how decisions are made rather than what decisions are made
- to encourage participation by all
- to assist each person who wishes it, to be heard and understood



Facilitation – Part 2

- **Agreements for session**
- Parties are asked to work cooperatively towards a win/win outcome
- make a commitment to stay until the end
- participate so that only one person speaks at a time
- make your statements as “I” statements – express your point of view not as a generalisation, fact or personal attack, but as how you see it eg “The situation seems to indicate to me...” or “I feel that...” or “It is my experience that....”



Preparation for Mediation

- Hints for a Mediator
- If possible have a separate and confidential meeting with each person involved in the dispute to be mediated
- The aim is to allow them to clarify what they need to achieve in the session
- To be realistic in what can and what cannot be achieved by mediation
- Whatever is discussed in these sessions will not be raised by the mediator during the mediation process



Mediation Made Simple

Make your agreements

As a mediator you will need to introduce and explain your role. Here are some points you should emphasise

We're here to solve a problem

No blaming

No excuses

No interrupting

Tell the truth

Listen to how it is for everyone

- Each person tells what happened for them, while the others listen
- Each person could be asked to repeat what is said, to make sure they understood.
- Each person then says how they feel.
- **Resolve the conflict**

Each person says what they would need in order to reach an agreement

The mediator helps both sides to decide on a fair agreement

The agreement can be written down and signed by each person.



Mediation Process

- ***Mediator Responsibilities***

Create a safe learning environment

Mediator steers the process

Participants are in charge of content

Respect individual differences

Use “Mirroring” as a listening tool to ensure participants hear and understand each other

Check agreements and arrange follow-up or review meetings



Simple Mediation Ground rules

Fighting Fair Guidelines for Opening a Third Party Intervention

How you can both win

- Be willing to fix the problem
- Say what the problem is for you
- Listen to what the problem is for them
- Attack the problem, not the person
- Look for answers so everyone gets what they need.

Fouls – Agreement to avoid:

- . Name calling . Put downs . Sneering . Blaming .Threats
- . Hitting .Bringing up the past . Making excuses .
- .Not listening . Getting even



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Mirroring

active listening and "I" Statements

Mirroring is a technique that uses two important skills: Active Listening and Assertiveness

- **Participants take turns to speak and to listen during this mirroring process**
Person A briefly describe a difficulty with the other person
- **What usually happens is that the other person (B) is involved in their own thoughts and situation and does not listen or hear properly**
- **The mediator will ask Person B to repeat what they heard and if they cannot do this**
- **Instead of the Mediator repeating what was said they ask person A to repeat what they said**
- **This helps person B to really hear and acknowledge what person A is saying**
- **The process can be repeated from Person B's perspective**
- **This aids interpretation of the other person's needs, issues and values as they relate to the difficulty**

Mirroring is about getting to "Yes" that is what I said or I meant.

Mirroring is only used when the Mediator is aware that the participants are not really hearing each other



Conflict Resolution Mediation Role Play

- 5 minutes Session
- Participants Trish Wetton and Graeme Davies
- Mediator: Robyn Gaspari
- Demonstrating setting up a mediation session
- Using tools of active listening, Assertiveness, Asking Questions and Mirroring

- Thank you for participating