

# 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



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

Mirroring  
active listening and "I" Statements

- **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