

Conflict Resolution Developing Agreement

Engagement

Talk about what has been working for you as you meet with families. What are your needs? If you are ready to improve your skills in conflict resolution, this guide can support you as you assess and plan.

Explore:

When you think about conflict resolution, what are your strengths?
What improvements would you like to make in your use of conflict resolution?

Assessment

Scaling:

On a scale of 1 (need to learn) to 10 (can mentor), where would you place yourself?
(Record on the functional assessment.)



Scaling Continuum:

<u>Learning</u> Learning the Skills	<u>Working</u> Using the Skills with Families	<u>Mentoring</u> Using the Skills to Mentor
1. Listen to others while searching points of agreement.	1. Recognize conflicts with families and within families.	1. Demonstrate identifying conflict and finding points of agreement.
2. Develop common goals around points of agreement.	2. Reach or facilitate the reaching of points of agreement.	2. Demonstrate development of goals on points of agreement.
3. Generate alternatives and options that can facilitate points of agreement around differences.	3. Use points of agreement to generate a discussion on differences and how to work together based on points of agreement.	3. Demonstrate and then facilitate caseworker discussing differences and then finding points of agreement around those differences.

<u>Learning</u> Learning the Skills	<u>Working</u> Using the Skills with Families	<u>Mentoring</u> Using the Skills to Mentor
4. Generate solutions to resolve differences and build on points of agreement.	4. Brainstorm solutions to differences and which differences are most important to address.	4. Demonstrate brainstorming solutions to barriers presented by differences.
5. Develop working agreements based on points of agreement that address differences in a constructive way.	5. Develop working agreements that address the differences and are based on the points of agreement.	5. Demonstrate and then facilitate the caseworker developing working agreements around points of agreement to overcome differences.

Planning

1. What will it look like when you are able to resolve conflicts as you would wish?
2. What steps can you take that will lead to the desired result?

Practice Opportunities

Mentor with Caseworker	Caseworker with Family	Family with Family
Participate in a discussion where different parties have different opinions. Practice finding areas where you can all agree and develop a common ground on which you are able to see all points of view.		

Knowledge Base

Concept:

Making it possible for everyone to win

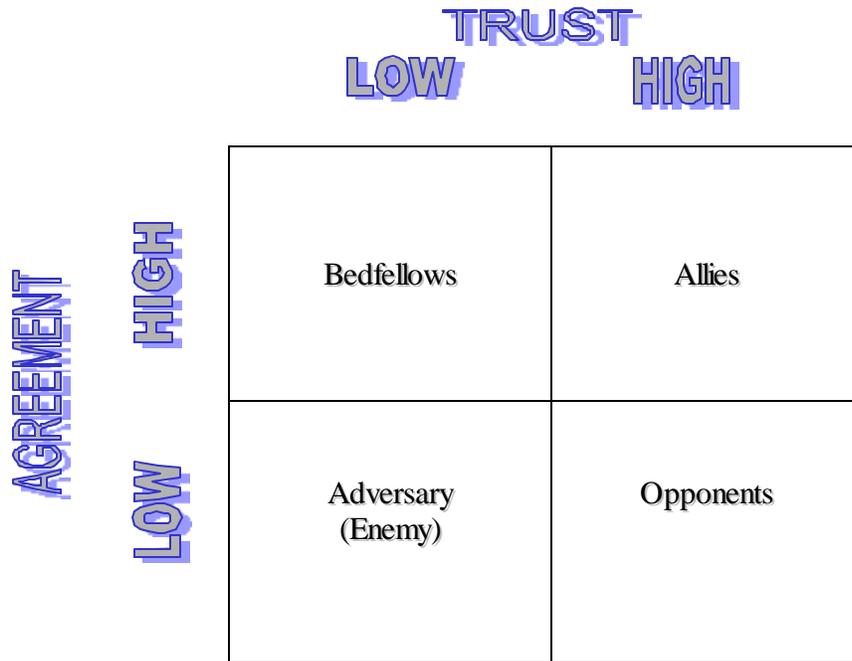
Basic Elements:

Building trust and agreement
 Clarify the real disagreement
 Find the common goal
 Generate alternative and options
 Reach agreement

- Identify disagreements
- Remove barriers
- Focus on agreement
- Generate solutions
- Develop working agreement

Definitions:

Building trust and agreement



Clarify the real disagreement

Clarify what the real disagreement is about.
 Keep listening to the other person’s issues and arguments. Keep asking questions until you can really obtain the other person’s view. Assess what the other person is saying so that you can think of ways to solve the real problem not just the problem as it may have been originally defined. Sometimes people are trying to solve a technical problem when more benefit could be gained if a commonly defined underlying issue is found.

Find the common goal

There may be a common goal or goals that you can work on to solve, which will give everyone a chance to win.

Generate alternatives and options

Generate as many alternatives and options as possible.
 Explore all options and see which ones solve the problem and are mutually beneficial.

Reach agreement

Reach points of agreement that meet the needs of both sides.

From the options identified select the solutions that give maximum benefit to parties.

Identify disagreements

Identify any remaining areas of disagreement.

List points of disagreement. Come to agreement about the problem areas and prioritize which problems are most important to focus on.

Remove barriers

Remove any barriers or constraints.

Identify the things that cannot be changed and list the constraints to changing those things. Try to identify the barriers or constraints that would be most important to remove and then identify ways to remove them.

Focus on agreement

Focus on points of agreement.

Keep reviewing the points of agreement. List the areas of agreement as they are identified and add to the list as new points are found.

Generate solutions

Involve all parties in generating solutions.

Use the group to generate as many alternatives as possible.

Develop working agreement

Develop working rules for making decisions. Determine if you need consensus or a majority decision.

Determine those decisions that are the responsibility of specific people. Be clear about times when only input is sought. Reaching agreement around the rules for making decisions helps to bring about a resolution of a first or potential conflict. It also can clarify who is responsible for what.