

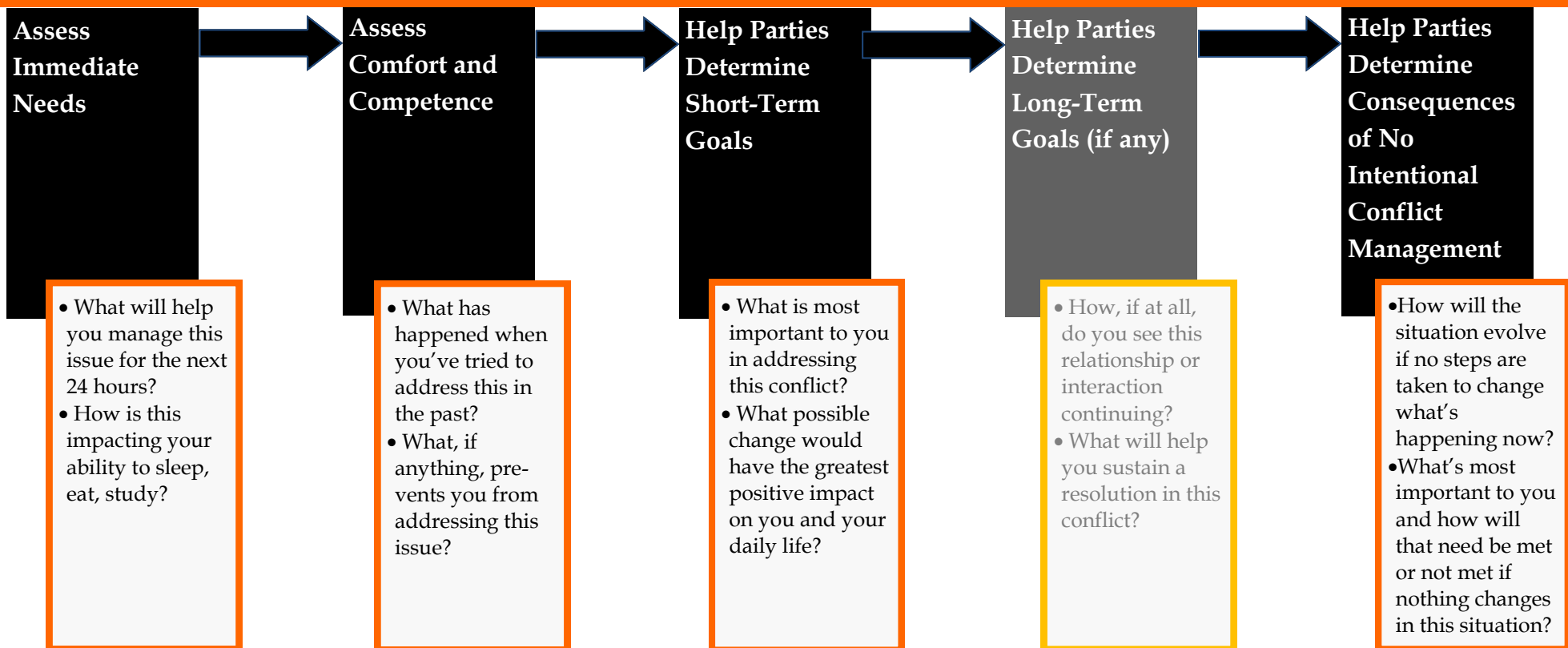
The One-Sheet Guide to Conflict Resolution for RCAs/ARCAs

Conflict Resolution Training
Princeton University RCA/ARCA Training
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Essential Principles of Conflict Resolution

- Conflict is a neutral, potentially positive, and normal force in life.
- Conflict resolution is not about the third party.
- The parties involved in conflict best understand the conflict and how to address it.
- Parties can use resolution processes to improve a relationship or end it amicably or simply to better understand a conflict.
- Every conflict and every individual is different – conflict resolution experts are always learning.

Steps in Conflict Triage



I think moving/my roommate moving will really be the only thing that helps.

- That's not possible right now because of a room freeze/time delay/limited space. Let's focus on what we can do right now and think about room switches when they're possible.
- What has happened to lead you to conclude that?
- If that's even possible, let's talk about how you will raise that issue with your roommate/how you will interact with them before/during/after the move?

Steps in Conflict Coaching

Discover the Narrative

- What's going on?
- Who else is involved?
- How did the relationship begin?
- What was the relationship like in the beginning?
- What are your goals in addressing this conflict?

Expand the Narrative

- What benefits does/could the other party gain from this conflict?
- What benefits could/ do you gain from this conflict?
- Who else is involved in this conflict?
- What information would help you address this or decide how to address this?

Re-Tell the Story

- What are the most important elements for you that we've discussed?
- What are the most important elements for the other person involved?
- How do those pieces fit together with what you told me at first?
- What else is important to add to this story?

Plan Next Steps

- What would be the most effective next step for you to take?
- What do you hope to gain from that?
- What about that makes you nervous?
- How will you begin that process? (Develop a first line of dialog. Test more if you have time.)

Conflict Coaching Tips

- Coaching, not advising.
- Coach for listening, not just for talking.
 - Practice the first line.
- In role-playing, let the student play the other party.

Remember Your Resources

- Talk to your supervisor early and often.
- Develop your community to encourage communication with each other and consultation with you early on. "Wait and see if it gets really bad" is a self-fulfilling prophecy most of the time.
- Encourage Shared Space Living Agreements and encourage residents to revisit after about six weeks.
- When appropriate and possible, have another RCA help you with 2-party conversations.
- A few questions that always work are: "X sounds very important to you. Tell me more about why that's important." and "What has the other party said about this topic?" and "Can you say more about X?"
- Revisit living agreements in a conflict, but use them as a guide and reflection, not as a contract that has been violated.

