



**CONFLICT ENGAGEMENT
BEST PRACTICES I:
GENERAL PRINCIPLES**

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COMMUNITY BUILDING



In light of the Paulo Freire quote above, how do you keep yourself neutral when conflict arises between tenants?

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THE NATURE OF CONFLICT

- Conflict is an opportunity for personal and interpersonal growth and community building
- But if ignored or handled poorly it can be toxic and destructive
- Tenant to tenant conflicts can lead to bad feelings and bad housing outcomes for residents, and to financial and legal troubles for management
- Dispute resolution and mediation skills are valuable tools for housing professionals

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TYPES OF TYPICAL CONFLICTS

- Neighbor to neighbor disputes.
- Habitability issues.
- Re-certification issues/fluctuating income.
- Habitual late payments.
- Resident to management/staff conflict.

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WHAT IS AT THE HEART OF CONFLICT?

- 👤 Pride
- 😨 Fear
- 😡 Anger
- 👤 Mistrust
- 👤 Disrespect
- 👤 Loathing
- 👤 Miscommunication**
- 👤 Just to name a few.

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WHEN CONFLICT SHOWS UP HOW SHOULD YOU ENGAGE IT?

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Through **COMMUNICATION** of course

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COMMUNICATION DEFINED

Reduced to its essence, communication is the process of acting on information. Someone does or says something, and there is a response in the form of an action, a word or thought.

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COMMUNICATION STRATEGIES

Survey: How Important is Effective Communication to you? Take 5 minutes and discuss this with your neighbor.



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COMMUNICATION STRATEGIES

Repeat after me : **INFORMATION IS NOT COMMUNICATION**

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COMMUNICATION STRATEGIES

EXAMPLE: A tenant may be having conflict with another tenant and the source is a clear violation of the house rules and the lease, but one of the tenants doesn't really understand why they can't continue to act in a certain manner so they come and ask the manager and the manager says:

"IT'S IN THE LEASE AGREEMENT, SO WHY DON'T YOU UNDERSTAND".

This is not communication

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WHAT RESOURCES ARE AVAILABLE FOR DEALING WITH RESIDENT CONFLICT WHEN IT GETS OUT OF CONTROL?

Best Practices

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WHAT RESOURCES ARE AVAILABLE FOR DEALING WITH RESIDENT CONFLICT WHEN IT GETS OUT OF CONTROL? WHAT ARE SOME BEST PRACTICES?

- Employ de-escalation techniques to calm or quell the conflict.
- What are some of the de-escalation techniques that you have in your toolkit?

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DE-ESCALATION TECHNIQUES

- Lead with empathy
- De-escalate yourself
- Listen
- Allow and acknowledge feelings and emotions of others even if you disagree with them
- Stay calm and control body language and tone
- Focus on the future, not the past
- Good communication helps everyone get what they want with less drama and hard feelings

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WHY MEDIATION IS A GREAT RESOURCE

What is Mediation?

- Mediation is a dynamic, structured, interactive process where an impartial third party assists disputing parties in resolving conflict through the use of specialized communication and negotiation techniques.
- All participants in mediation are encouraged to actively participate in the process. Mediation is a "party-centered" process in that it is focused primarily upon the needs, rights, and interests of the parties. The mediator uses a wide variety of techniques to guide the process in a constructive direction and to help the parties find their optimal solution. A mediator is facilitative in that she/he manages the interaction between parties and facilitates open communication.

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BEST PRACTICES IN MEDIATION

- Prior to commencing the Mediation, be sure to set norms to follow to ensure the proper amount of respect is given across the parties.
- Be patient and creative. Think of options - economic and non-economic factors.
- Consider a pre-mediation telephone conference with the parties involved.
- Be comfortable with and Embrace the silence.
- Be patient; come up with alternatives and options; be flexible and open to ideas.
- Expect and anticipate "ups and downs" during the negotiating process.
- Be prepared to sign a binding settlement document.

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BEST PRACTICES IN MEDIATION

- Set aside sufficient time for the negotiation "dance".
- Be an effective communicator.
- Practice active listening.
- Pay close attention to non-verbal communication.
- Learn to recognize fear, isolation, feelings of inadequacy.
- Remember to engage in self-care.
- Practice reflective listening.
- Establish norms and a parking lot in the mediation.

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Honesty/Integrity

Honesty is the best policy

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Feeling Heard

I'm not being listened to!




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SELF-CARE:
BUILD RESILIENCE AND
A CULTURE OF WELLNESS

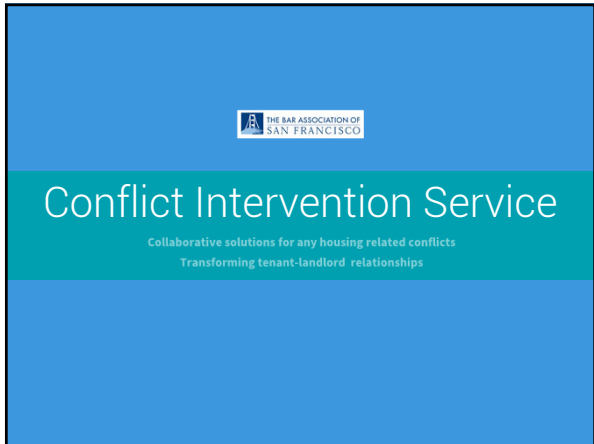
- Practice empathy, compassion and kindness towards yourself and others
- Pay attention to your needs and feelings
- Remember to practice mindfulness
- Do breathing exercises, deep breathing
- Stretch, go for a walk, exercise
- Get enough sleep
- Eat healthily
- Ask for help when you need it

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WHEN SHOULD A
CONFLICT BE REFERRED TO
AN OUTSIDE SERVICE?



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The logo for the Conflict Intervention Service (CIS) is located in the top left corner of the slide. It features a small square icon with the letters 'BA' inside, followed by the text 'THE BAR ASSOCIATION OF SAN FRANCISCO'. Below the logo, the title 'Conflict Intervention Service' is written in a large, white, sans-serif font. Underneath the title, the tagline 'Collaborative solutions for any housing related conflicts' and 'Transforming tenant-landlord relationships' is written in a smaller, white, sans-serif font.

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The contact information for the Conflict Intervention Service is displayed in a white, sans-serif font on a blue background. The text includes the title 'CONTACT CIS', the address '301 Battery Street, San Francisco, CA 94111', the phone number '415-782-8940', and the email address 'cis@sfbar.org'.

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