

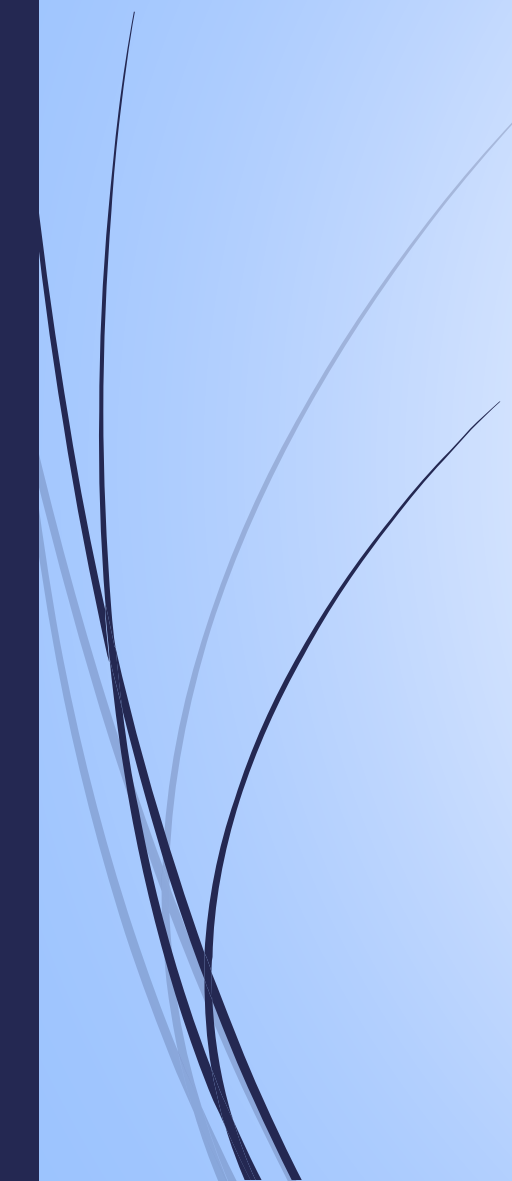
# Beyond the Note Under the Door: Conflict Resolution for Managing Successful Tenancies

Karen Ridd

(with gratitude to Mediation Services Winnipeg for  
permission to use selected materials)

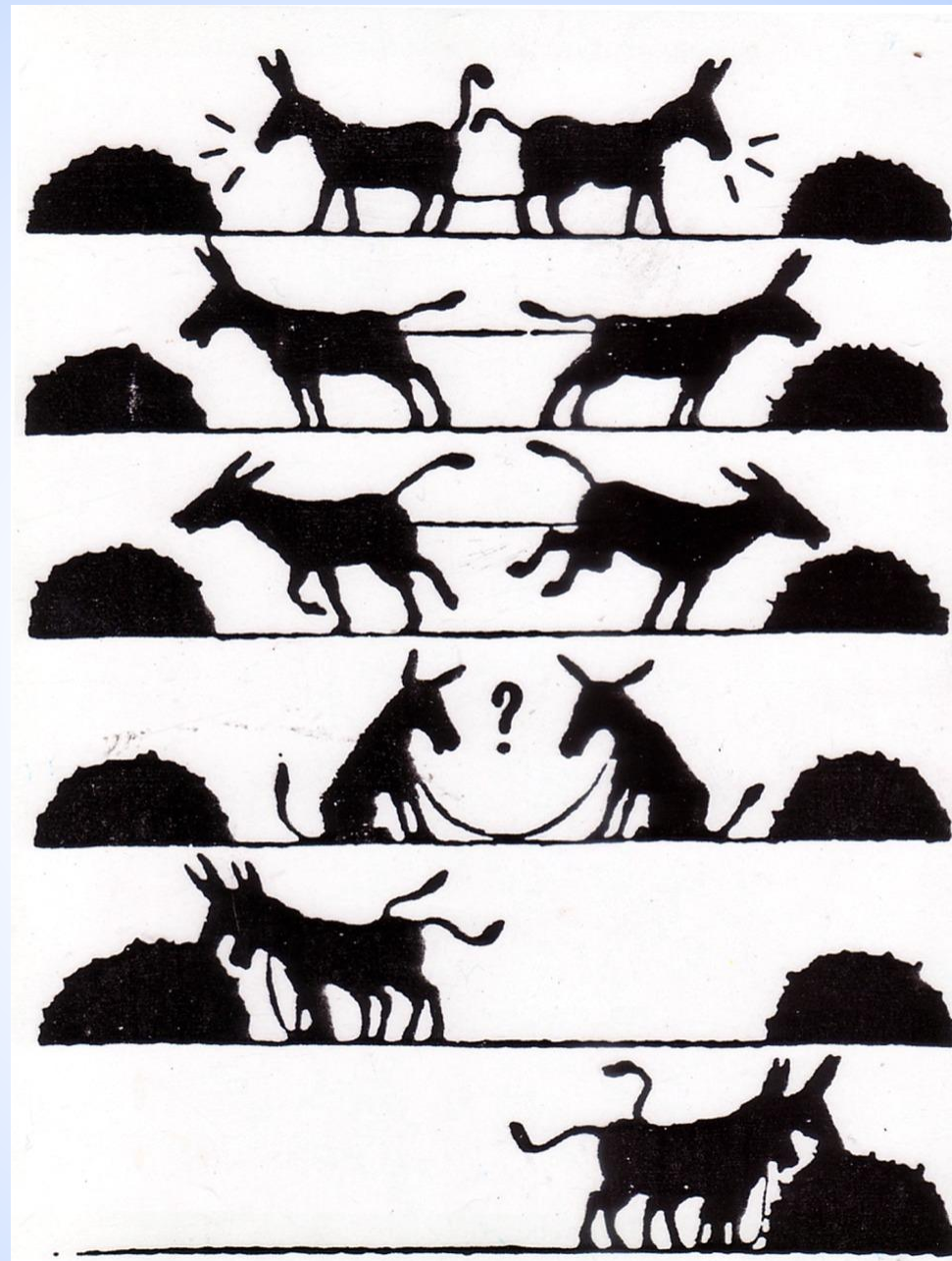


# Goals for the Workshop

- Discuss challenging experiences
  - Learn from each other
  - Learn Conflict Resolution Skills
  - Hone Communication Skills
  - Practise
- 

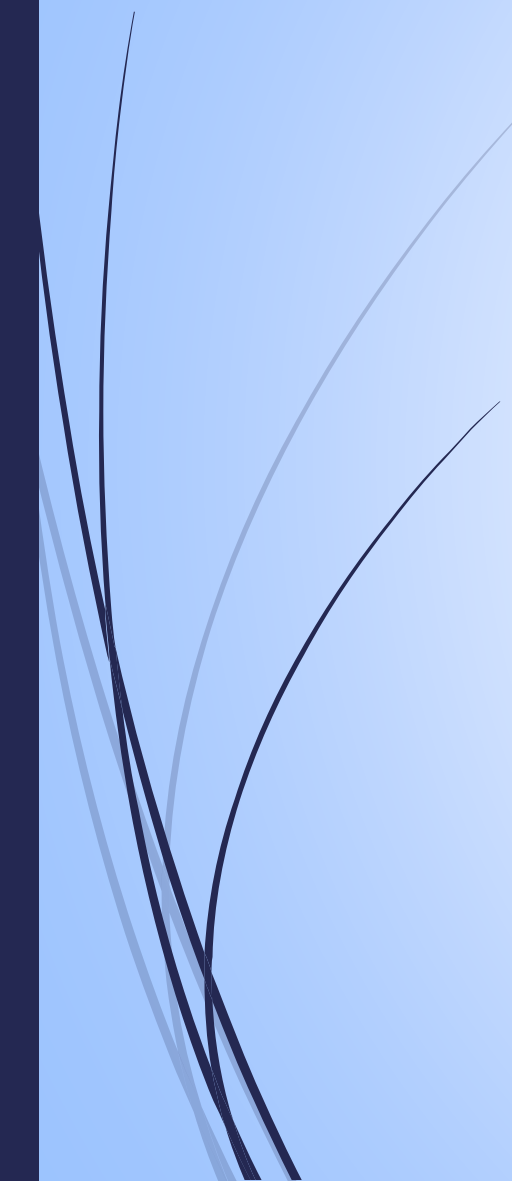


Game





# Beliefs About Conflict

- Conflict is okay
  - People have choices in their response to conflict
  - People can solve their own conflicts
  - I only have part of the story. I have part of the story.
  - We all contribute to our conflicts consciously or unconsciously
  - There can be “win/win” resolutions
  - Reconciliation is possible in a wide range of situations
- 



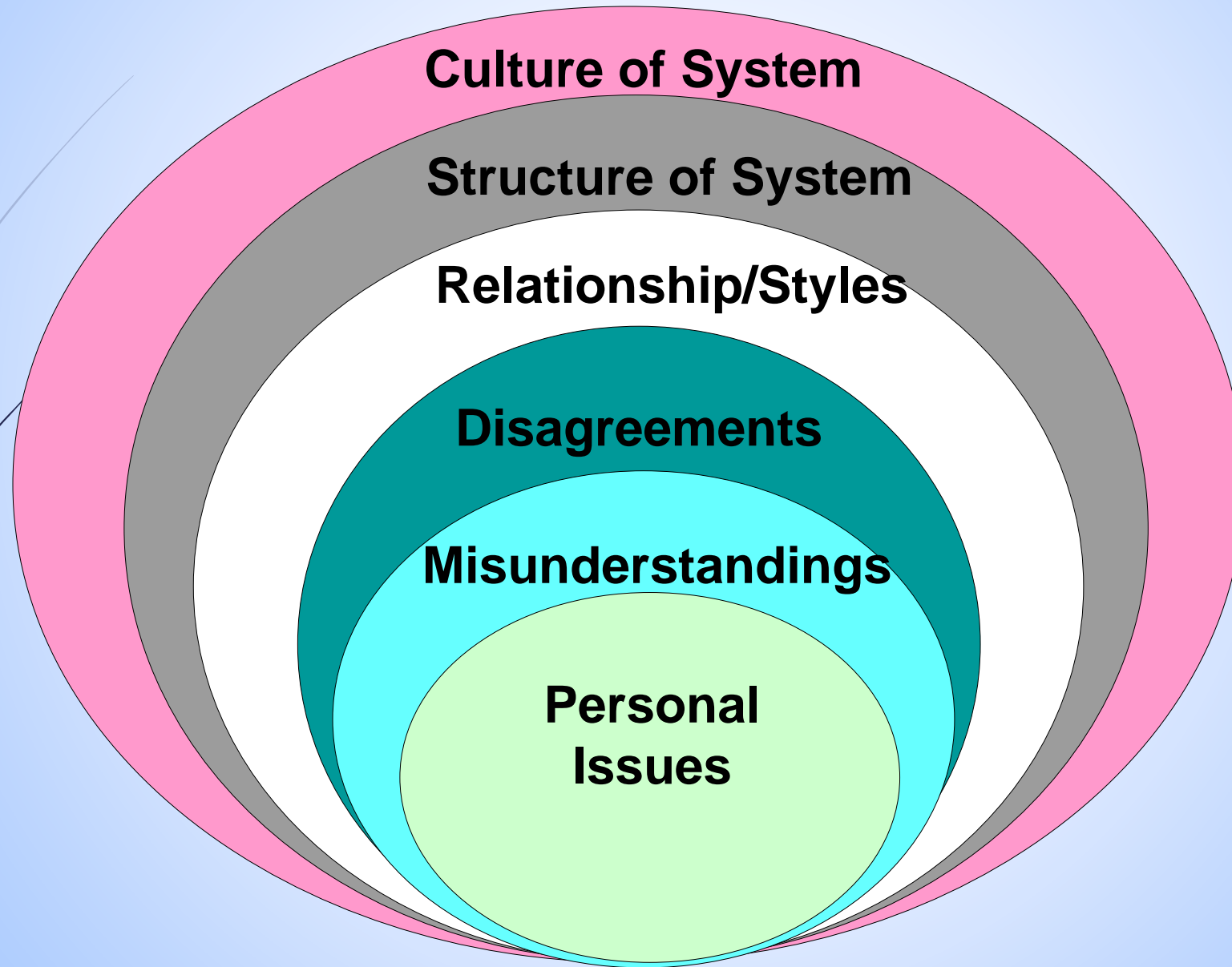
# Conflict Resolution Skills



# Small Groups

- ▶ What are some challenges you have had with tenants
- ▶ What did you do?
- ▶ What else do you think that you could have done?

# Where The Conflict Lies

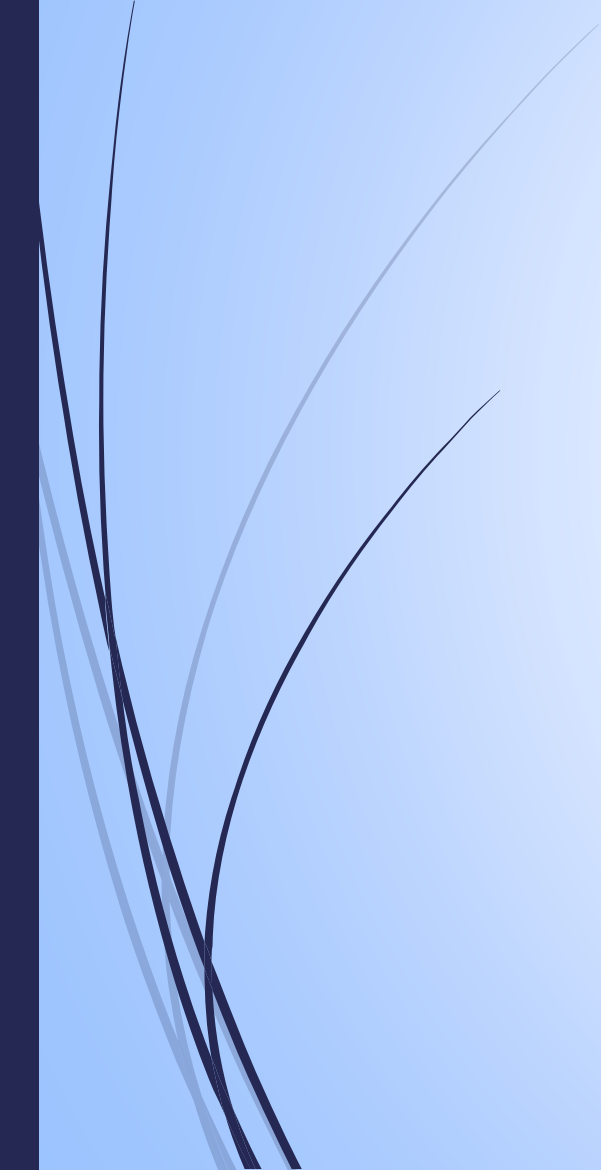






# Perspectives

FINISHED FILES ARE THE RESULT  
OF YEARS OF SCIENTIFIC  
STUDY COMBINED WITH THE  
EXPERIENCE OF MANY  
YEARS



# PERSPECTIVES



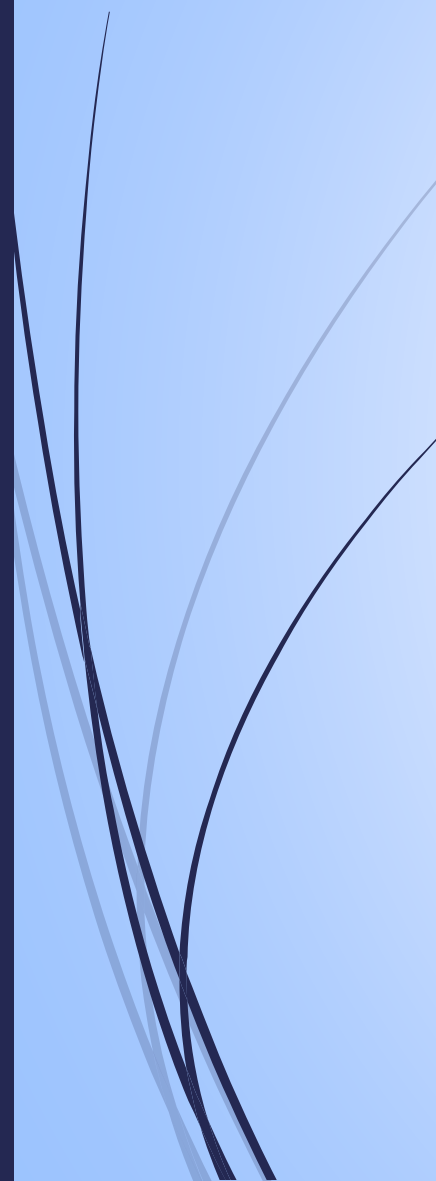
# BABY BLUES

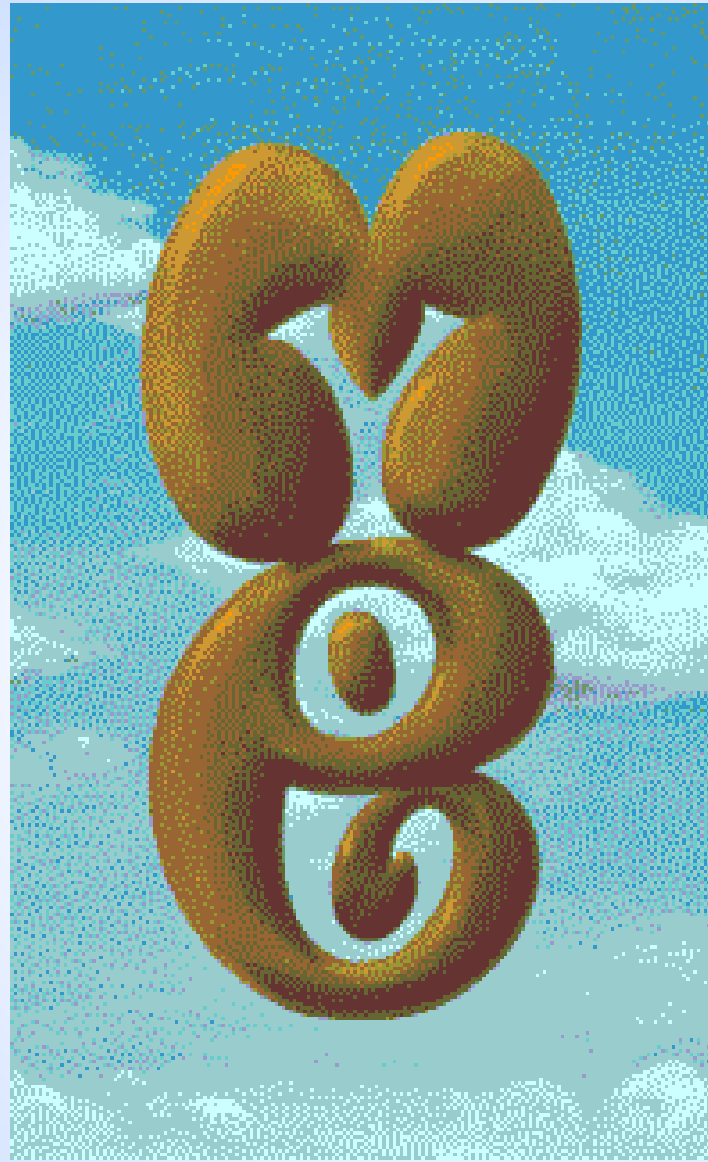
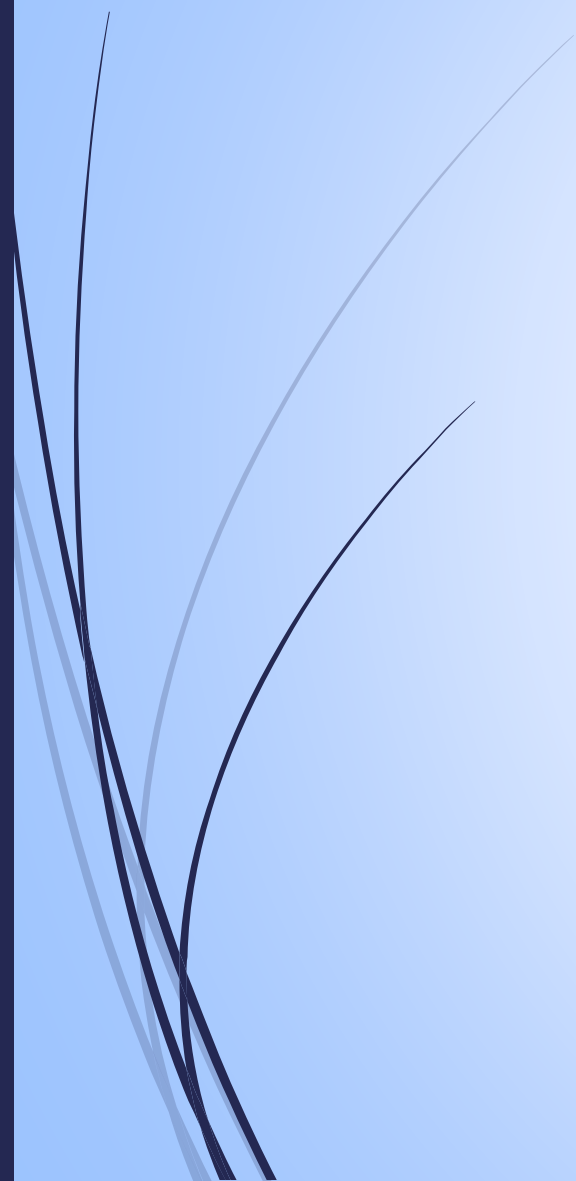


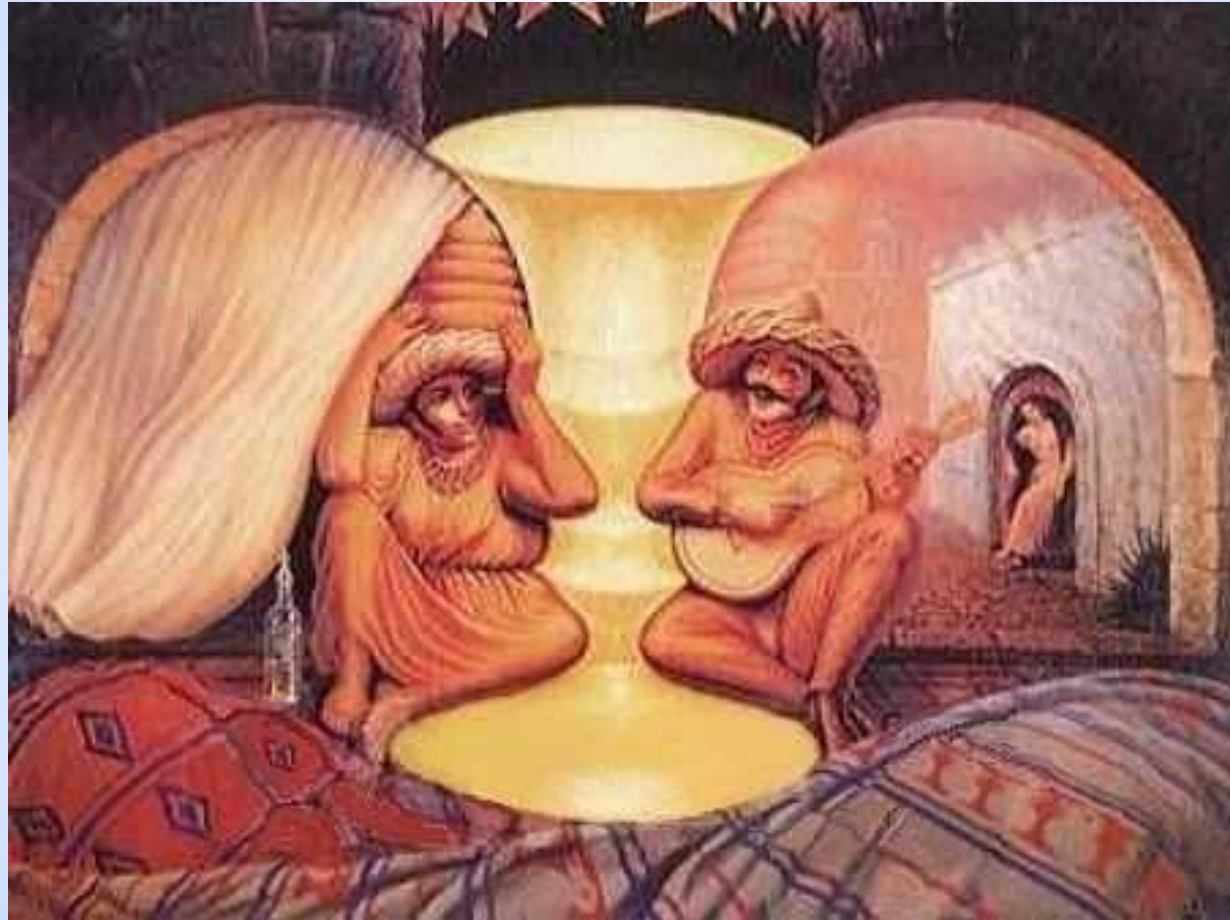
SAME VIEW, DIFFERENT VIEWS

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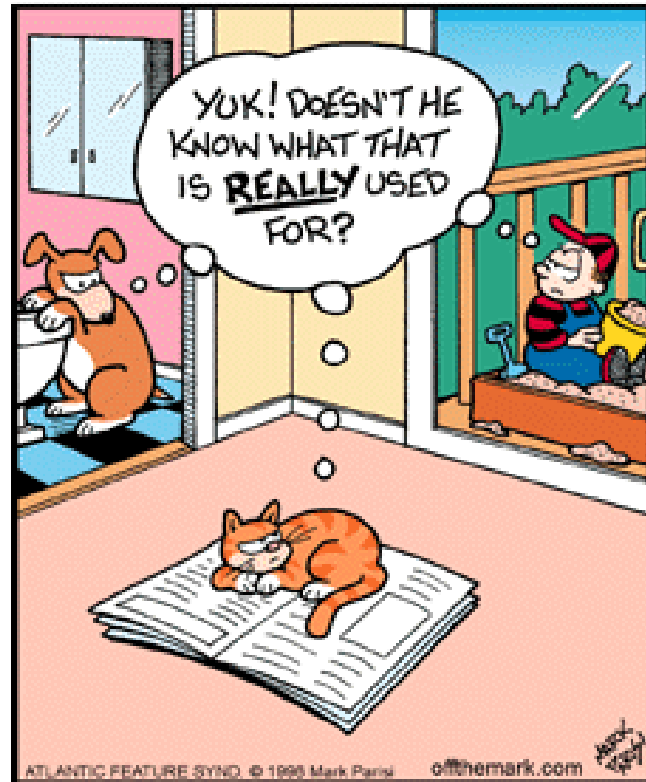




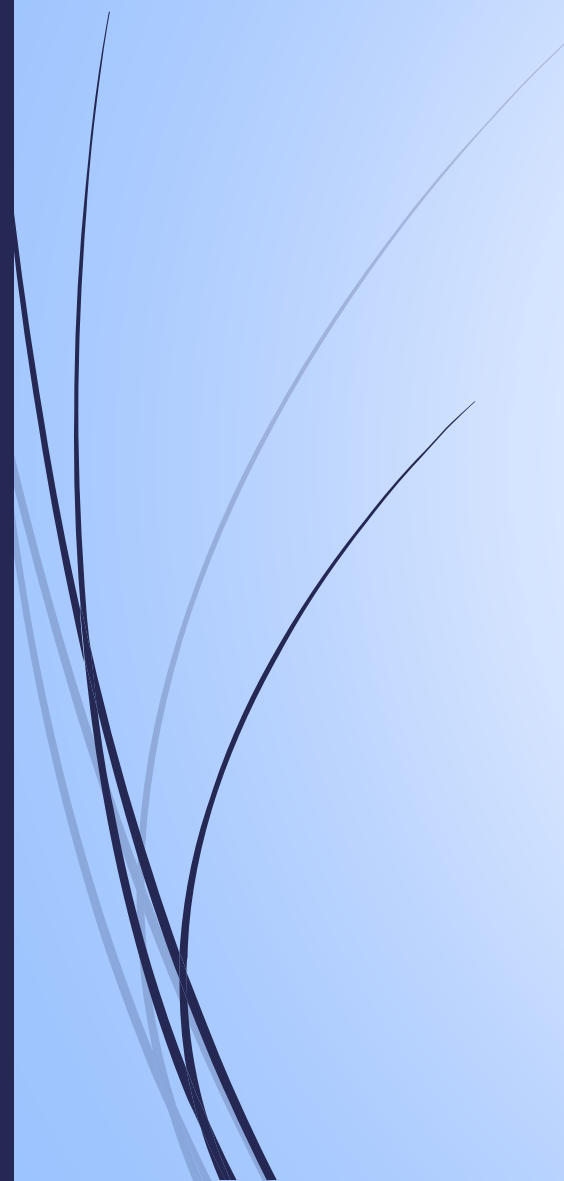


# It's all in your Perspective

**off the mark** by Mark Parisi  
www.offthemark.com

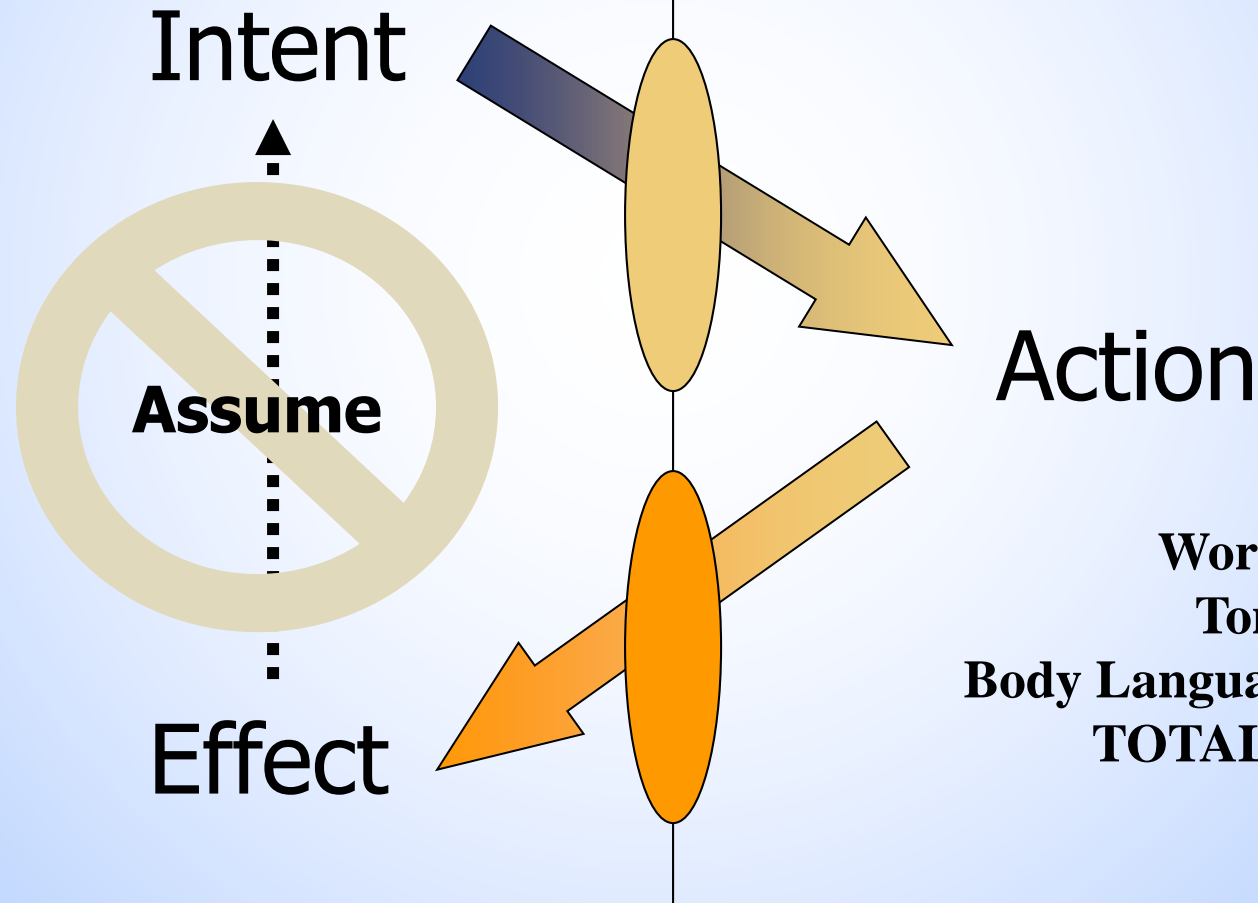






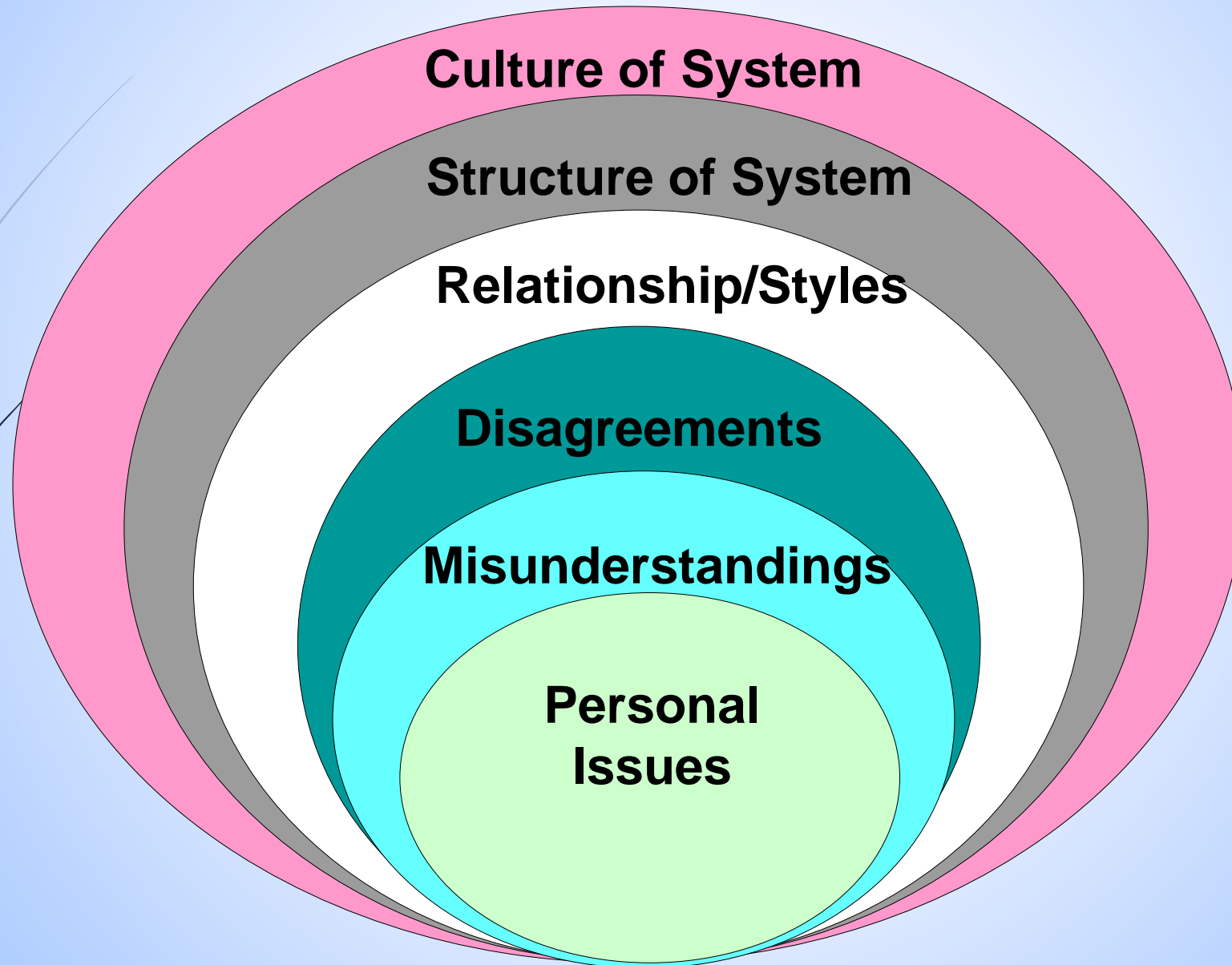
Private

Public

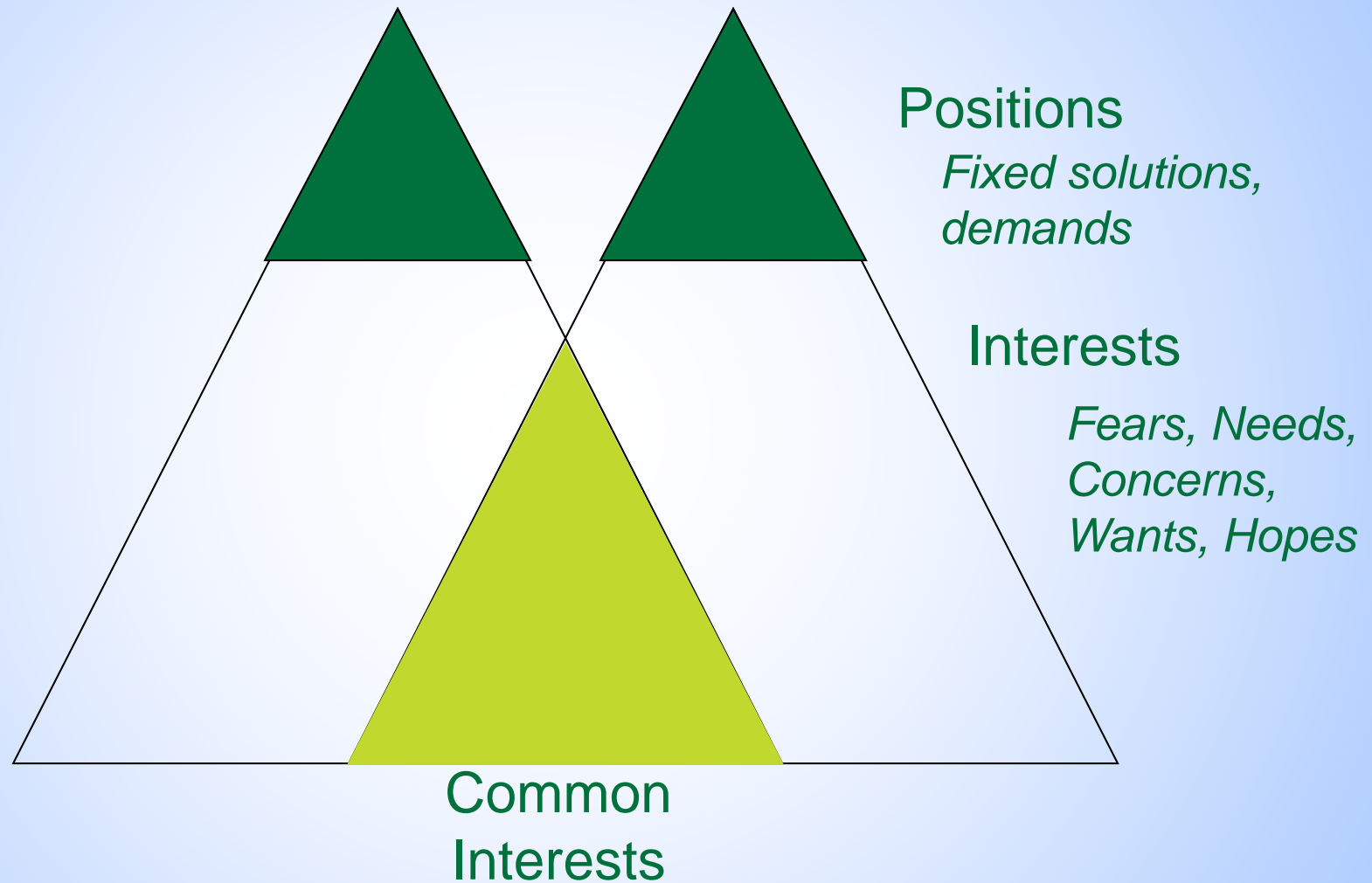


Words -	7%
Tone -	38%
Body Language -	<u>55%</u>
<b>TOTAL</b>	<u><b>100</b></u>

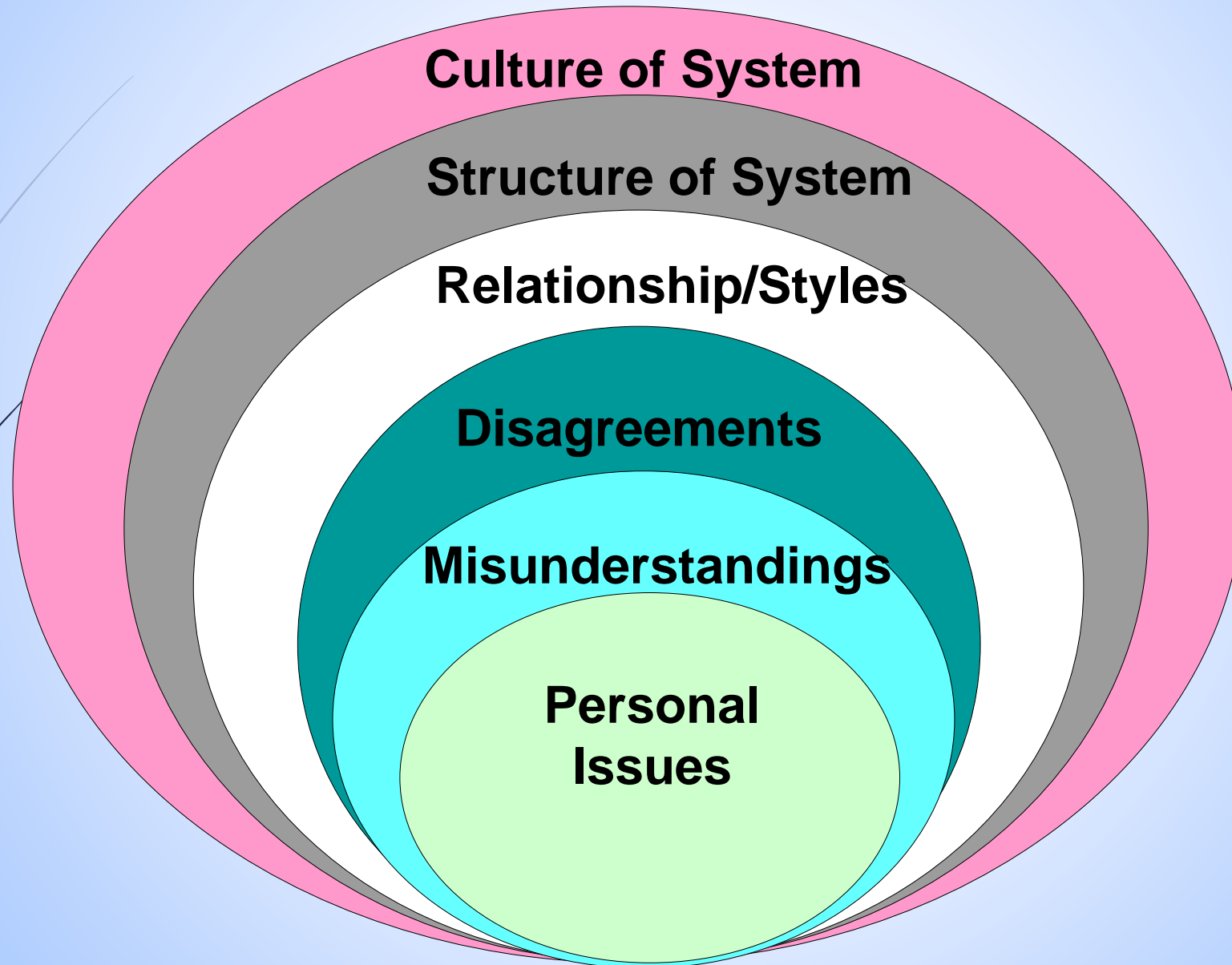
# Where The Conflict Lies



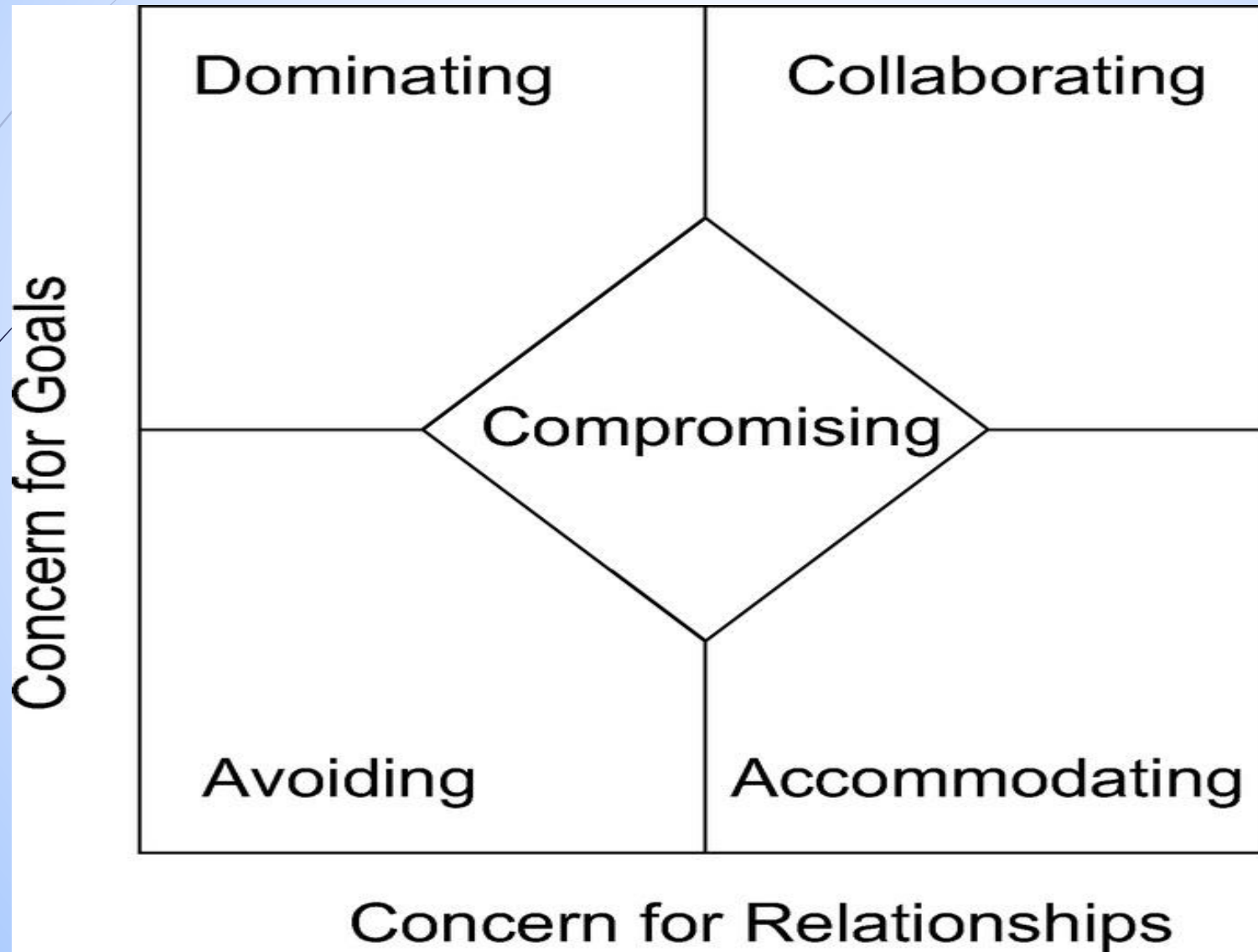
# Positions and Interests



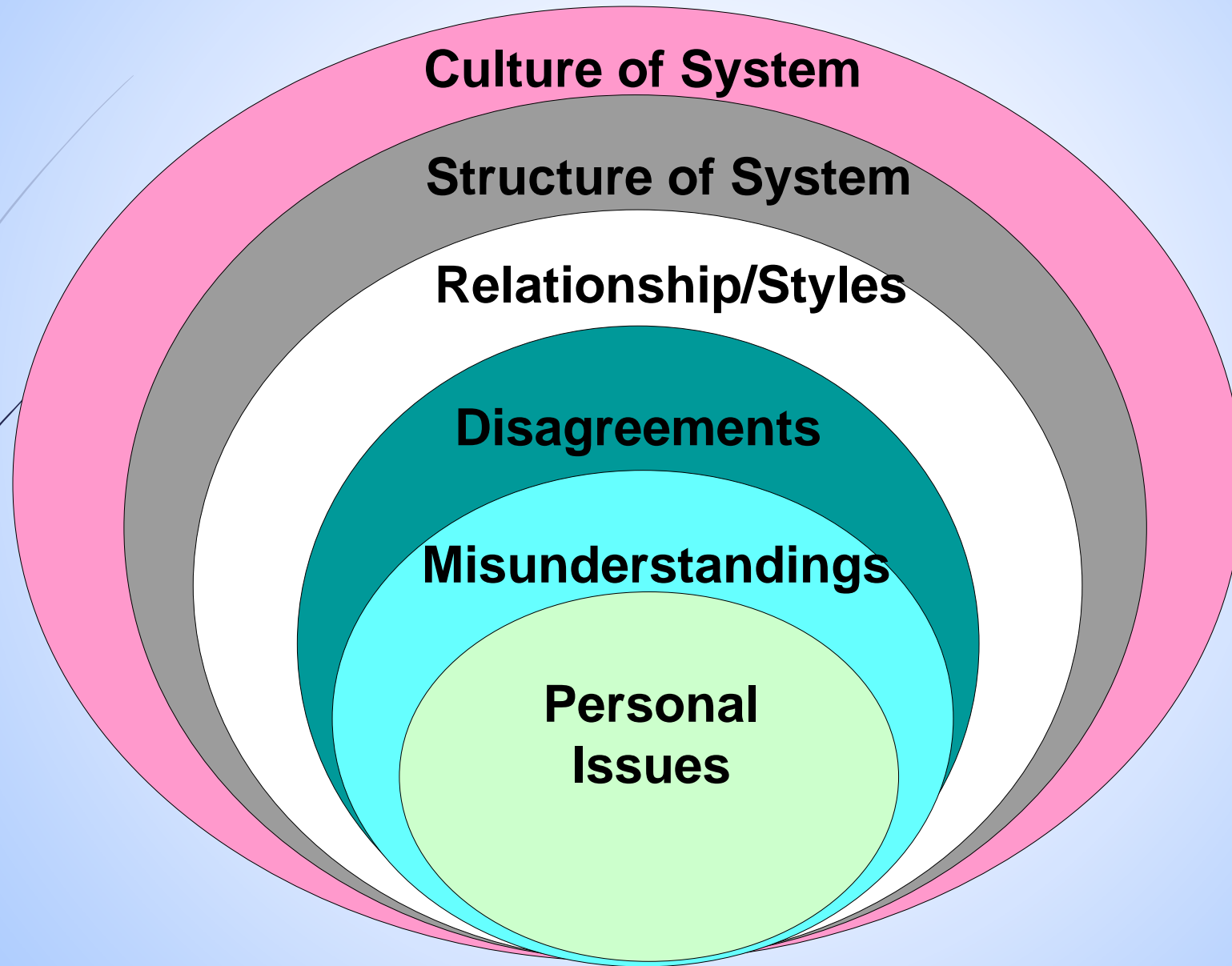
# Where The Conflict Lies



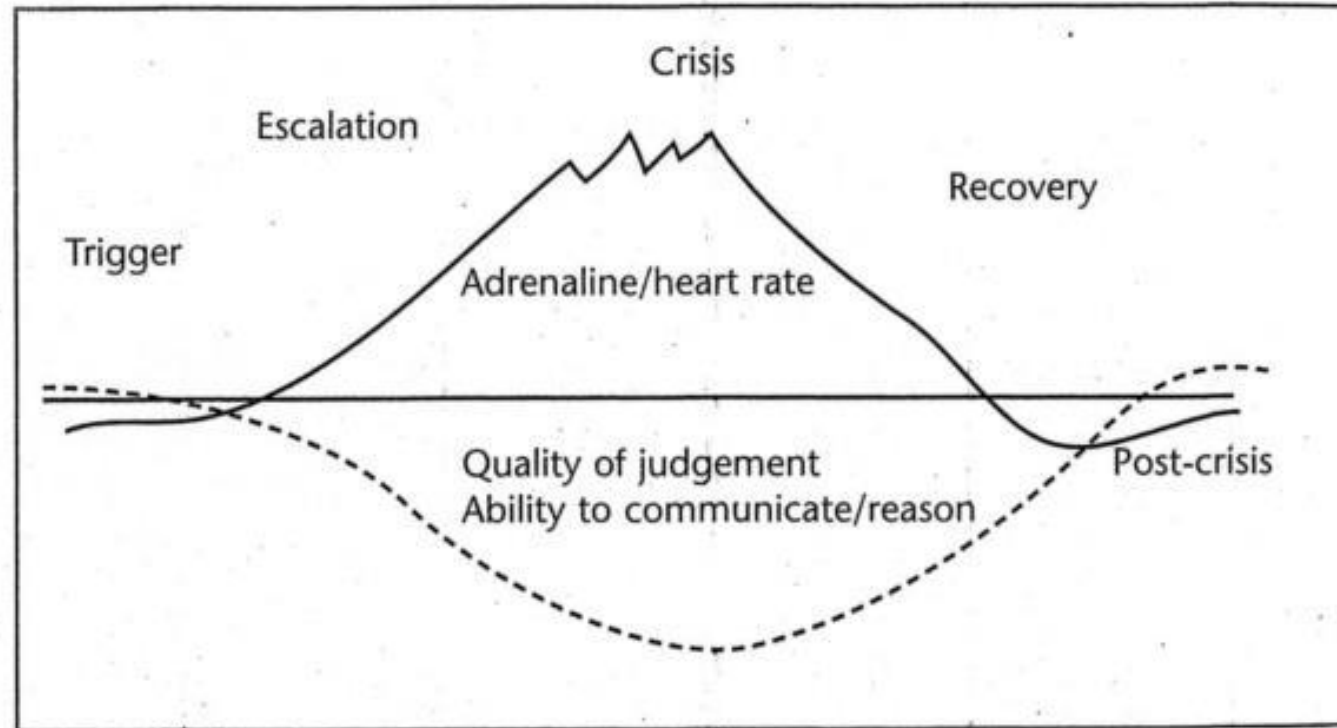
# Styles – Thomas-Kilman



# Where The Conflict Lies



# Anger Mountain







Three Stages = Three  
Tactics



# Communication Skills

# Paraphrasing

- ▶ Purpose:
  - ▶ De-Escalate
  - ▶ Help People FEEL Heard
  - ▶ Clarify
  - ▶ Help People Think More Clearly
  - ▶ Help People Hear Each Other
- ▶ Technique:
  - ▶ Be Brief! 3 – 8 words only
  - ▶ Look for the “Heart of the Matter”
  - ▶ Facts, Feelings or Values
  - ▶ Implied Question (and be ready to revise)
  - ▶ So, Sounds like, Seems, ... eh?



# Open Questions

- ▶ “Open the Sky”
- ▶ What, How or Why Questions
- ▶ Expanded answer
- ▶ Be still and wait for them to speak



I/You Practise



# 2 Line Practise



Closing: 1 Learning


# Taking it Home:

- ➡ How does this transfer today to 'real life'?
- ➡ What does this mean for my life?
- ➡ For my work?



# Closing





# Delivering “Bad News”

- ▶ Build Relationships in advance
- ▶ Practise delivering “good news”
- ▶ 10 to 1 feedback ratio
- ▶ With “bad news”:
  - ▶ Empathy
  - ▶ Clarity and brevity – script beforehand
  - ▶ No verbal eraser: no “buts”!
  - ▶ Listening and patience
  - ▶ Explanations may help
  - ▶ Solutions when possible
  - ▶ Don’t promise what you can’t deliver

# Conflict Resolution: 4 Attributes

- Kindness/Compassion
- Transparency/Honesty
- Curiosity/No Judgment
- Listening with the Heart