

The image shows the cover of a spiral-bound notebook. The cover is a light beige or cream color with a subtle, repeating pattern of the word "Postscript" in a small, faint font. The spiral binding is on the left side, with the metal wire visible through a series of circular holes. The text is centered on the cover.

# Postscript

## Conflict Resolution An Approach to Dispute Mediation

80-130  
David Gray

# A History of Conflict Resolution

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- 📄 The Harvard Negotiation Project
- 📄 *Getting to Yes: Negotiating Agreement Without Giving In* by Fisher and Ury
- 📄 *Social Conflict: Escalation, Stalemate, and Settlement* by Rubin, Pruitt, and Kim
- 📄 Areas of interest to conflict resolution specialists include international, professional, and personal dispute mediation ([www.crinfo.org/](http://www.crinfo.org/))

# A Method of Conflict Resolution

## Air All Viewpoints

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 Use Active Listening

 Find out

- Each person's feelings
- His or her account of the conflict
- What they want
- What matters to them
- What they need and why

# A Method of Conflict Resolution

## State the Problem

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- ☞ Combine everyone's basic needs into a summary statement
- ☞ Using Neutral Language, make the problem a joint concern
- ☞ Focus on what is to be done in the *future*
- ☞ Keep trying until everyone agrees that you have stated the problem well
  - If it can be resolved, everyone will be satisfied

# A Method of Conflict Resolution

## Create a Solution

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- ☞ Strive for a collaborative atmosphere
- ☞ Using the problem statement, brainstorm solutions
- ☞ Capture all ideas on a single list
  - Postpone criticism and eliminate non-workable ideas from the list
  - Choose one or a combination that meets most needs

# Conflict Between Roommates



Watch this scene and be prepared to respond to it. If you need to skip over this scene, click in the lower right corner of the screen.



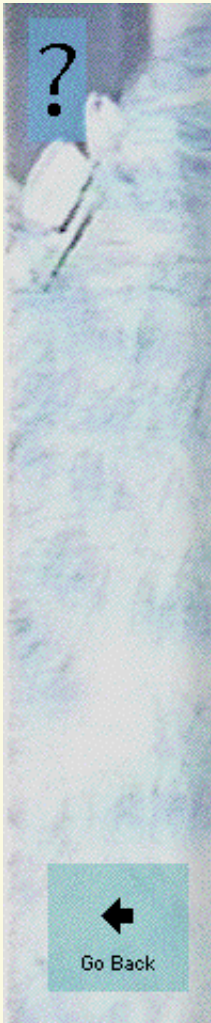
Joann has been walking all over Lisa. It has to stop.

I need to hear more before filing your request.

You are totally incompatible. I'll go get the form for a room change.

I think you could solve the problem by dividing the room in half.

# Air All Viewpoints



Listen carefully and be prepared to summarize what you are hearing. If you want to skip over this scene, click in the lower right corner of the screen.



Is that right?

Say that again?

Jo feels embarrassed.

Jo wishes she could stay friends with Lisa.

Jo borrows Lisa's stuff.

Jo has a right to share Lisa's stuff.

Jo thinks her borrowing is not the real problem.

Jo cares about the room getting picked up.

Jo wants to be asked politely to change her ways.

Jo doesn't understand responsible borrowing.



# State The Problem

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Roomates Conflict Notebook: Problem Statement

Jo feels embarrassed.

Jo wishes she could stay friends with Lisa.

Jo thinks borrowing is not the real problem.

Lisa is angry at her roommate.

Jo often borrows Lisa's things without asking.

Lisa thinks Jo told Rico confidential information.

Jo is sorry for embarrassing Lisa.

How can we borrow without causing problems and get along together and keep the room picked up and trust each other ?

try again

Is that right?

Go Back

From each person's summary items, choose one or two that describe their basic needs or interests and drag them into the box. Then click "Is that right?"



# Create a Solution (Brainstorm)

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How can we borrow without causing problems and get along together and keep the room picked up and trust each other ?

put back borrowed stuff  
pick up everyday  
Maintain the larger picture -- you both can

Let's think of ideas

Please postpone criticism

I'll jot that idea down

I have an idea

←  
Go Back

Try Again

Click the appropriate remarks as needed to initiate and guide the brainstorming session.