CONFLICT RESOLUTION DURING COVID-19

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CONFLICT IS INEVITABLE
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WHAT KIND OF JOKES DOES THE CDC RECOMMEND RIGHT NOW?

INSIDE JOKES

Hello.

Is It Me You're Looking For?

Me after washing my hands for 20 seconds 126 times in one day

PARENTING DURING THE CORONAVIRUS SHUTDOWN:
DAY 1:    DAY 3:
How we handle conflict makes a difference

- Increased trust
- Improved communication
- Deeper understanding
- Creative problem-solving
- Better teamwork

- Lost trust
- Less likely to communicate
- Anger & frustration
- Confusion & complication
- Escalation of conflict
Handling Strong Emotions

- Take a breath
- Take a break
- Phone a Friend
- Move
- Name it to tame it
- Practice Self-Compassion
### Feelings and Needs

<table>
<thead>
<tr>
<th>Evaluative Words</th>
<th>Feelings</th>
<th>Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blamed</td>
<td>Scared</td>
<td>Justice</td>
</tr>
<tr>
<td>Disconnected</td>
<td>Hurt</td>
<td>Inclusion</td>
</tr>
<tr>
<td>Ignored</td>
<td>Lonely</td>
<td>Connection</td>
</tr>
<tr>
<td>Intimidated</td>
<td>Anxious</td>
<td>Safety</td>
</tr>
<tr>
<td>Left out</td>
<td>Sad</td>
<td>Belonging</td>
</tr>
<tr>
<td>Misunderstood</td>
<td>Upset</td>
<td>Notice</td>
</tr>
<tr>
<td>Overworked</td>
<td>Tired</td>
<td>Rest</td>
</tr>
<tr>
<td>Threatened</td>
<td>Alarmed</td>
<td>Empowerment</td>
</tr>
</tbody>
</table>

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Be Prepared

• Know your conflict style and triggers
• Get clarity about how you feel and what you need
• Think about what the other person might feel and need
• Consider the possible outcomes
• Plan for how you want to act and the skills you want to use
• Choose a good time and place
• Set a positive tone
You don't feel heard

You don't listen

They don't feel heard

They don't listen

You can change this!

Conflict Cycle

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LISTENING IS HARD

Can you repeat the part of the stuff where you said all about the things?
## How to Active Listen

<table>
<thead>
<tr>
<th>Listen</th>
<th>Listen without interrupting and try to understand their perspective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledge</td>
<td>Acknowledge you’re listening by giving verbal and non-verbal feedback</td>
</tr>
<tr>
<td>Reflect</td>
<td>Reflect back to the other person what you heard, including their feelings</td>
</tr>
<tr>
<td>Check In</td>
<td>Ask for clarification or correction of your interpretation</td>
</tr>
</tbody>
</table>

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Elaboration Questions
- What happened next?
- Could you say more about that?

Focusing Questions
- What were you feeling in that moment?
- You’ve mentioned A and B... which would you like to talk about first?

Clarifying Questions
- What did you mean when you said...?
- Could you give me an example of X so I can be sure I understand?
Stating Needs and Requests

I FEEL...
State how you feel

WHEN...
State the problem objectively

BECAUSE...
State your need objectively

WOULD YOU BE WILLING TO...?
State a specific request that would meet your needs

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Restorative Conversations

1. Open the lines of communication
2. Hear everyone’s perspective
3. Identify the impacts
4. Address needs and repair harm
5. Create an agreement

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**Restorative Conversations**

**HOW TO HAVE A RESTORATIVE CONVERSATION**

1. **OPEN THE LINES OF COMMUNICATION.**
   - Choose a good time and a comfortable place free of distractions.
   - Obtain agreement about having a conversation – not about blaming, punishing, or judging.

2. **ALLOW EVERYONE TO EXPLAIN THE SITUATION FROM THEIR PERSPECTIVE.**
   - What happened? What was going on for you at the time? What thoughts/feelings were you having?
   - It sounds like you felt _______, is that right?
   - What choices did you make that led up to this happening?
   - What role do you think you played in this situation? What part was your responsibility?
   - If you could go back and do something differently, what would you do?

3. **IDENTIFY THE IMPACT.**
   - What have you been thinking about since this happened? How have you been feeling since?
   - How did this affect you?
   - Who else do you think has been affected/used/hurt by your actions? In what way?
   - When I heard/see ______, I felt ______ because ______.
   - When you look back, how do you feel about the situation now?

4. **ADDRESS NEEDS AND REPAIR HARM.**
   - What can you do to help make things better/fix this/make things right?
   - If you were ______, what do you think you would need?
   - What do you need to help you do that?
   - What end result would you like to see?
   - What could you do to make sure this doesn’t happen again?
   - How could you have approached the situation differently? What would you do differently in the future?

5. **CREATE A VERBAL OR WRITTEN AGREEMENT.**
   - Based on our conversation, I heard that you will ________, I will also ________.
   - Does that sound like something you can agree on?
   - Let’s check in again in ________ to see how everything is going.

Adapted from Chicago Public Schools Restorative Guide and Toolkit, www.cps.edu

**RESTORATIVE CONVERSATIONS WITH KIDS**

1. What happened?
2. What were you thinking or feeling at the time?
3. What have you been thinking or feeling about it since then?
4. Who do you think was affected? How were they affected?
5. What do you need to do to make things right?
Review

• How we handle conflict makes a difference
  • Emotional reactions to conflict often result from unmet needs
  • Get curious about how you and others respond & your styles

• Have a plan
  • How will you get back in your comfort zone?
  • How will you approach the conflict?

• Practice your skills
  • Active Listening
  • Open-Ended Questions
  • Needs and Requests
  • Restorative Conversations