



Conflict Resolution - 101



Report

Police and Bureau of Planning – Conflict Resolution 101 Session

- **Date:** Thursday, April 17, 2014
- **Location:** City Center Conference Room – 702 Hamilton Street
- **Facilitators:** Officer James Stanko, Officer Danny Miller, Officer Leonard Fritzingler and Phyllis Alexander, Neighborhood Coordinator
- **Attendance:** 9
- **Content:**
 - What comes to mind when we say the word conflict?
 - What have you learned or what do you believe are effective ways to resolve conflict?
 - How do you think our feelings about conflict influence the use of effective conflict resolution techniques?
 - What should we do about the feelings so we may access our thinking?
- **Four skills for resolving conflict**
 - Tone of voice
 - You can't have two ouches at the same time
 - Do that which reduces defensiveness
 - Pay attention to body language
- **Evaluation:**
 - Eight evaluations completed.
 - Which term best describes your overall experience:
 - Excellent – 75%
 - Very Good – 12.5%
 - Good – 12.5%