

**911 PROFESSIONAL
BEST WORKSHOPS**
fun FUNDAMENTAL TRAINING

WHAT STUDENTS SAY ABOUT SUE'S CONFLICT COURSE:
.....

“Enjoyable activities were creative and felt I learned how to mediate situations. Fun class, enjoyed the games and even play-acting. I learned a new way to look at conflict, to get better results when I need to talk to someone and new techniques.”

– Cheryl Van Gundy Delaware County 9-1-1

“The most significant thing I learned was to change myself and about needs, beliefs, goals and fears. I learned to hear and be heard to understand and be understood. Fun class, very informative. I thought I learned a whole new perspective.”

– Michele Treadway, Delaware County 9-1-1

“I learned to listen, not to judge, to be heard, also a way to let people work out the conflict between each other while meeting their needs, wants etc. I thought it was a good class and felt comfortable participating. I know how to handle conflict, at work and in life. Good class, Sue you made it very interesting and easy to learn.”

– Carolyn Sharp, Pickerington Police Department

“I learned to speak direct, also to look at people differently, in a good way. To communicate and speak when the trouble begins. Thank you.”

– Cathy Jenkins, Delaware County 9-1-1

“This is a great course, really insightful. I learned how to resolve and mediate conflict. This was excellent; I can use this in many different places in my life. It helps people to get over their issues. You have an excellent program here.”

– Rance Robinson, Port Airport Police

“You are a great teacher and showed us skills we can use with co-workers and in the work place. Also in dealing with people in general. I can take this back to the agency and show how to be more open with co-workers.”

– Donna Wood, Columbus Regional Airport Authority

“I know that my needs are important now. That to resolve conflict I don't have to always adapt. I can ask for things and so can the other people. This training can help everyone come to better resolutions.”

– Amanda Rotterman, Huber Heights PD

“I learned here to listen, actually hear and understand the other party's concerns. To calmly and rationally learn to deal with other people's concerns and how it affects everyone. It can be useful at work and my personal life in how to deal with some situations. And to continue to let things out that bother me instead of holding them in and accommodating everyone else. I enjoyed the class! Very interesting and opened up a whole new way of looking at different conversations. Thank you!”

– Renee McMowell, Sidney PD

“Thank you Sue for sharing you knowledge and experiences with us. I look forward to attending more of your classes. I do not always have to solve the problem, mediating a resolution can have a better more positive outcome for all parties involved. It will be helpful for dealing with disputes between dispatchers and help me react better to labor disputes and grievances. I found it interesting that many of the centers representatives have the same variety of conflicts to resolve as the conflicts we worked on in the class.”

– Clermont PD

DISPUTE RESOLUTION PROCESSES

Becoming a Peacemaker

You may be wondering what the topic of dispute resolution has to do with your work. There is a saying, “If mama isn’t happy, nobody is happy.” I agree and let’s carry it to, “If the Telecommunicators aren’t happy, nobody is happy.” Happiness isn’t quite the right word here, however, we feel that dispute resolution training can benefit any person in any Comm Center. Why? Because a peaceful working environment is important and often we don’t know how to make peace. We know intellectually that to find peace, the way is through effective communications but emotionally it doesn’t always work that way. We have found something that isn’t new, but is slowly working its way into our modern world as the ‘peacemaker’.

“Conflicts involve struggles between two or more people over values, or competition for status, power, and scarce resources.” (Coser, 1967, in Moore, 1986.)

“A social conflict exists when two or more parties believe they have incompatible objectives. (Kriesburg, 1982)

“Conflict is a natural process common to all societies with predictable dynamics and amenable to constructive regulation.” (Wehr, 1979)

We are using the mediation model because it works. Many courts are requiring mediation as an alternative to court. Many agencies have peer mediation teams. It’s a peacemaking concept. We will be using many references in this writing, mostly a book called “*Getting To Yes*” by Fischer and Ury. We’ll explore personal resolution, workplace resolution, court resolution and mediation.

Conflict Dynamics

Mediation is a method of **conflict intervention**.

To intervene is “to enter into an ongoing system or relationship, to come between or among persons, groups, or objects for the purpose of helping them.” (Argyris, 1970)

An understanding of the dynamics of conflict is essential for anyone wanting to be a peacemaker at their work or home.

Participation in conflict can be an empowering activity. (Laue and Cormick, 1974)

Kriesburg maintains that “social conflict is primarily cyclical in its development and moves through a predictable sequence of stages. (Wehr, 1979) Conflict has an objective basis; the conflict emerges; and means of pursuing the conflict are developed. The conflict escalates or de-escalates and reaches an outcome, at which point consequences can become apparent. (The outcome may or may not contain the potential for a recycling of conflict.) (Wehr, 1979) What we hope for in the Comm Center is to end this cycle and produce a favorable outcome that uses conflict as growth. Impossible — let’s see.

The process of escalation or de-escalation is made up of a set of mini-processes which combine to either escalate or de-escalate the conflict.

These microprocesses include social-psychological factors within the parties. Fear, anger, anxiety, and a need to justify the cost of the struggle thus far, all contribute to the escalation of conflict. Increasing costs of the struggle can also help *de-escalate* the conflict if one or more of the parties perceive the cost as being too large. (Kriesburg, 1982)

“A peaceful working environment is important and often we don’t know how to make peace.”