

THE 9 - R'S FOR RESOLVING CONFLICTS

REVIEW: To effectively address any conflict or concern it is necessary to look back on what occurred. During the review process everyone has to be honest in his or her representation of what occurred.

REFLECT: After sharing what occurred, please listen to a review of what you shared. After hearing back what you reported you will be asked three critical questions:

- What precipitated the incident?
- Why did you respond in the manner you chose?
- Is there anything you have not shared that you would like to add so we can be sure we have all of the facts related to the incident?

REDRESS: In your opinion, if you were in the other person's position how would you have chosen to respond to the situation? This is an opportunity for you to see the incident from the other person's (or persons') perspective. Please be honest.

RECONSIDER: Considering the other person's perspective, can you think of a different and better way of communicating how you felt or what you needed?

RECONCILE: What do you think it will take to end the conflict and help all people involved to reach an understanding about what occurred and then return to a comfortable and safe place?

RECOMMEND: What suggestions can you propose for achieving a fair and comfortable reconciliation for all people involved?

RENEW: Do you feel ready to start over again?

REPAIR: Are you willing and prepared to participate in a discussion with the other person(s) so you can hear their perspective and then share your point of view? This step also includes all persons involved are given an opportunity to exchange recommendations for how to move forward to ensure there will not be a recurrence of a similar incident.

RETURN: Upon completion of the Conflict Resolution Process, which, if warranted should include an apology or exchange of apologies from all parties, the desired outcome is as follows:

1. Assurances and mutual agreement by all persons involved that the matter has been resolved to everyone's satisfaction.
2. Resolved to everyone's satisfaction means; everyone can peacefully coexist.
3. All persons involved will conduct themselves in a manner that honors the commitment by demonstrating a willingness to contribute to a peaceful coexistence