

Meeting Notes from Tautoko Network Meeting

October 2018

CONFLICT RESOLUTION IN THE WORKPLACE

The awesome team from DIA (Community Operations, Department of Internal Affairs) did it again at a workshop this week, when they presented a two-hour workshop on ***Conflict Resolution in the Workplace*** for community organisations.

Feedback was that the session could have been longer, and there was interest in a workshop around conflict (a) with management (b) clients ... thanks for the feedback to those who attended - we will be taking this on board when we put together our programme for next year!

A great little tool that came out of this Workshop was a 'Resolving Conflict Checklist'.

- Ask questions to draw out the other side of the conflict
- Listen without judging
- Avoid interrupting, blaming, and arguing
- Give periodic feedback to check understanding
- Ask for feedback to check understanding of your viewpoint
- Ask for commitment to working out a solution
- Set goals, create an action plan, and follow up on your solution