

Everyday Conflict Resolution



Conflict resolution can help in supportive housing:

- **Pre-Conflict:**
Improve Your Culture – build norms of listening, validation, empowerment, impartiality, and accessibility; support your culture with talking points, scripts, handouts, and resources
- **During Conflict:**
Manage Conflicts – improve your informal and formal processes for managing conflicts by incorporating conflict resolution best practices, such as building effective agreements.
- **During Escalation:**
Address Challenging Behaviors – develop impartial plans and advanced preparation for challenging behaviors like emergencies, capacity problems, and disconnects

This workshop was developed by MH Mediate and the CUNY Dispute Resolution Center at John Jay College. Visit www.mhmediate.com/shnny-resources to receive quick-links to the following resources:

- **TEDxTalk on Conflict Resolution and Mental Health**
- **Video Excerpt from Last Year's SHNNY Conference**
- **Helpful Infographics**
- **The Talking Mental Health Toolkit**

E-mail dan@mhmediate.com with any questions. MH Mediate offers specialized online trainings for staff and tenants looking to develop conflict resolution skills.

The CUNY Dispute Resolution Center organizes conferences and training programs, provides technical assistance, conducts research, and maintains a listserv for those interested in dispute resolution in New York City and throughout the world.