

## 18.1 Conflict Resolution Steps (Plain Language)

- Try to deal with your concerns as they come up. Don't let things build into bigger problems.
- If you need help addressing a concern, you can talk to one of your supporters, or the supervisor, or another trusted person.
- If your concern is about one of your supporters or the supervisor, you can talk to a coordinator or director.
- You will not be punished or criticized for having concerns you want to resolve.
- Suggest a time and place to meet with the other person that's convenient for both of you.
- You may have someone come with you to any meetings or to help you talk to the person you're having the conflict with.
- Come prepared for the meeting. Be specific about your concerns. It helps to prepare notes ahead of time.
- Focus on solutions. What can be done to improve the situation?
- Avoid name-calling and gossip. Treat the person how you would want to be treated.
- Listen to the other person's point of view.
- The best outcome is when two people can come to an agreement that both feel satisfied with. If you can't come to an agreement, then the supervisor or coordinator will be asked to make a decision about the conflict. This may mean one or both people making a compromise.