



BARKER · MARTIN

Conflict Resolution

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Benefits of Handling Conflicts Effectively

- Building Community
- Helps with governance and business operations
- Quality of life
- Improves property value
- Conflicts get worse over time if not handled
- Relationships within the community get weakened

Causes of Conflict

- Lack of Information
- Competition of Interests
- Different Value Systems
- Personality or relationship conflicts
- Poor communication
- Structural Issues (rules, policies, etc.)



Avoiding Conflict

- Give owners notice, and chance for input
- Be willing to reconsider rules & policies that don't work for your community any longer
- Make sure your rules are clearly defined and enforce them the same way for everyone
- Get owners involved



Communication skills

- Body language
- Tone of voice
- Refrain from interrupting
- Speak respectfully
- Listen attentively/actively
- Refrain from accusations or insults
- Reframe hostile language

Forms of Conflict Resolution

- Mediation
 - Informal, parties control the outcome
- Arbitration
 - More formal, binding vs. non-binding
- Litigation
 - Last resort

STRANGE BREW / John Deering

