



BOOM BOOM POW!

Handling Conflict and Maintaining Relationships

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Objectives

- To understand conflict is normal
- To learn the process of a conflict mediation
- To OWN part of a conflict you have had in the past
- To gain some tips for having hard conversations
- To recognize what a toxic person might look like in your life



What is Conflict?

con·flict

noun

1.

a serious disagreement or argument, typically a protracted one.

a prolonged armed struggle.

an incompatibility between two or more opinions, principles, or interests.

a condition in which a person experiences a clash of opposing wishes or needs.

verb

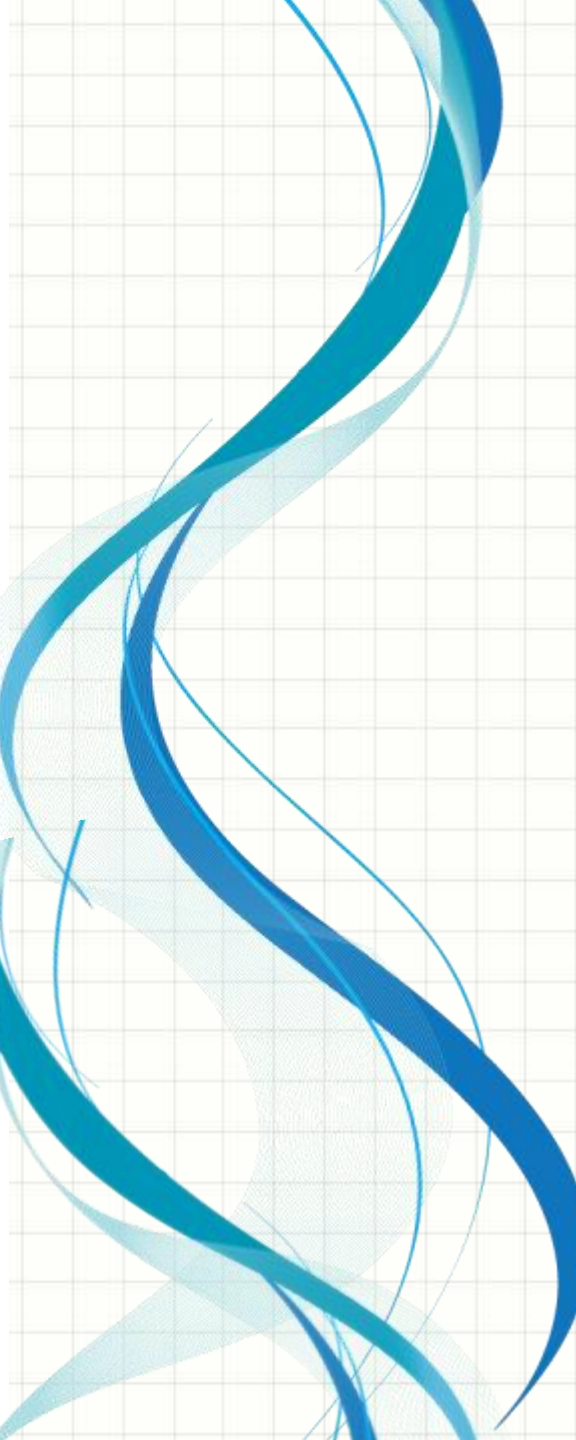
1.

be incompatible or at variance; clash.

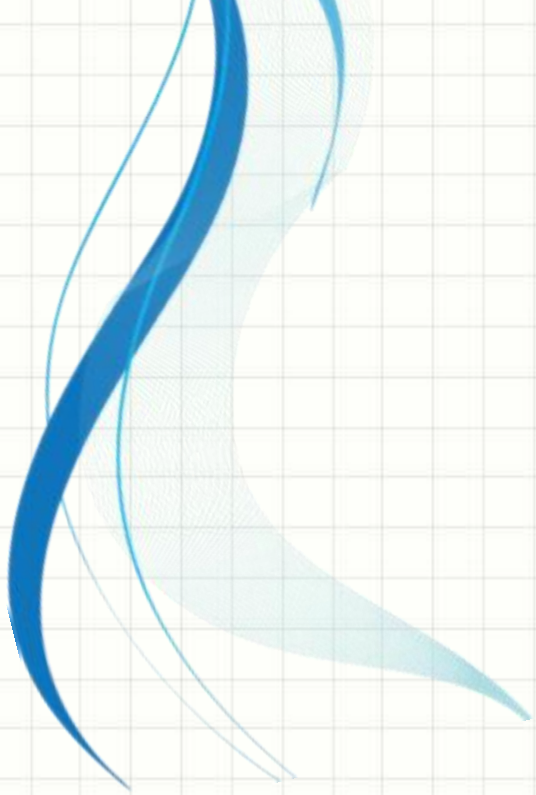
having or showing confused and mutually inconsistent feelings.



What feelings come up for you when you are in a conflict?




What are some examples of good or bad ways you have handled conflicts in your own life?



Roommate Conflict

Handling Roommate Conflict

1. Talk it out. Resident life directors recommend that students sit down face-to-face to discuss their disagreements personally before even contacting RA's or housing staff.
2. Communicate in person. Technology is part of life, but it's not the way to communicate important feelings.



3. Keep outsiders out of the conversation, and avoid “triangulating” with other roommates. This only leads to more conflict and escalated feelings.

4. Consult with your RA’s...and when you do so, have a plan! Let your roommate know that’s what you plan to do, and better yet, bring them with you!

When Problems Arise in General

1

- Talk early

2

- Listen with Respect and Keep an Open Mind

3

- Be direct and specific... “I” Statements

Come to a Compromise

When Extra Help is Needed

- Contact your RA
- Set up a Conflict Mediation time
- Discuss all sides of the story
- Decide what will work best for all involved



Roommate changes at UCCS

Room Changes and Roommate Mediation

There is a two-week room freeze at the beginning of each semester to allow the Office of Residence Life and Housing time to reconcile housing concerns. During the 3rd week of the semester and two weeks prior to the end of the semester (fall only), room change requests will be accepted by following these guidelines.

1. The resident must fill out a Room Change form that is available at the offices in Monarch, Taos or Crestone. Requests will be processed on a first come first serve basis and are based upon availability of the pending request.
2. The resident will receive an EMAIL notifying them of their assignment and further instructions.
3. The resident must complete their move, check out with their RA by the specified deadline or the move will be forfeited and/or improper check out fees assessed.

Room changes will not be accepted at any other point during the year, unless approved by the Director, Associate Director, Assistant Director or Resident Hall Manager. If your situation is a roommate conflict we suggest you work with your RA to resolve the situation. Students, who change rooms without following the above guidelines, or receiving permission from the Residence Life Professional Staff will move back into their original space and are subject to disciplinary action.

Room change requests involving safety issues may bypass the mediation process and be addressed directly with the Director, Associate or Assistant Director of Residence Life and Housing. Safety issues may include matters related to a person's race, creed, ethnicity, gender, sexual orientation, gender identity or gender expression, religion, age, disability national origin, or other characteristic that could cause a safety concern if addressed through the normal medication process. Room change requests based on safety are given first priority.

How To Have a Hard Conversation in 7 Steps

1. Acknowledge you need a conversation
2. Clarify your expectations
3. Invite the other person to have a conversation with you
4. Set the ground rules
5. Be willing to listen
6. Be willing to be WRONG
7. Agree on the next step




**THINK ABOUT THE LAST BIG
CONFLICT YOU HAD....**



Think about the last big conflict you had. What angered you most about it?

What did the other person/people do that aggravated/hurt you most?

What was the hardest part of the conflict to finally “get over?”



Now look back at the same conflict and think about what you did to prolong the situation?

What did you do/not do to make the conflict arise?

How did you keep the conflict from resolving sooner?

Conflict only resolves when there is
COMPROMISE!!!



APOLOGIZING

When you realize you play a part...

It's important to apologize the "right way."

1. Don't try to defend.
2. Say what you're sorry for.
3. Name why you're sorry for it.
4. Say how you'd like to make it better.
5. Vow to try and not do it again.
6. Don't blame them for your actions.

Recognizing Toxic People in Your Life

1. They are critical of you.
2. They are critical or talk badly of other people you care about.
3. They are manipulative with you and your feelings and take advantage of you emotionally, financially and/or with relationships.
4. They tell you why you shouldn't feel the way you do.
5. They make you feel as though you are the only person or one of the few people they trust.

Letting Go of Toxic People

1. Accept the reality that they are not healthy for you anymore
2. Set boundaries
3. Make your life about achieving your goals, not theirs
4. Talk to your non-toxic friends for support about how you are feeling
5. Let your toxic friend know about your intentions

Resources

- <http://www.oprah.com/oprahs-lifeclass/How-to-Have-a-Hard-Conversation-in-Seven-Steps>
- https://www.google.com/search?q=definition+of+conflict&oq=definition+of+conflict&aqs=chrome..69i57.4002j0j7&sourceid=chrome&es_sm=91&ie=UTF-8
- <http://www.princeton.edu/forbescollege/student-life/rooming/what-to-do/>
- <http://www.uccs.edu/residence/current-resident/policies/resident-handbook.html>
- <http://www.slc.edu/studentlife/residence-life/roommate-conflicts-confrontation-communication-mediation.html>
- <http://www.myfoxboston.com/story/25823652/5-warning-signs-of-a-toxic-friendship-5-steps-to-ending-one>
- <http://www.usnews.com/education/best-colleges/articles/2013/10/16/how-to-deal-with-a-bad-college-roommate?page=2>
- <https://www.yahoo.com/health/why-apologizing-the-right-way-matters-91869700337.html>