

# A Guide to Conflict Resolution in your role as a volunteer in Tenant Involvement



**Cantonese**  
 如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

**Greek**  
 Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

**Gujarati**  
 જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સવાને કલો કે નોંબો 0800 183 0454 ઉપર અમારો સંપર્ક સાધો. અમે એક ઈ-ટર્મિનરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે સહાય કરી શકાય.

**Mandarin**  
 如果您认为以自己的母语与我们交谈更容的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

**Polish**  
 Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

**Punjabi**  
 ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿਤਰ ਜਾਂ ਹਿਲਾਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਰਾ ਈ ਵਿਚਾਰ ਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲੜੀਏ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

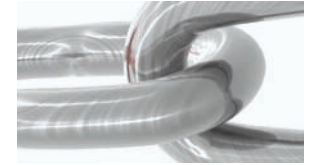
**Urdu**  
 اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو براہ کرم اے اے اے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپ کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔

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## Why are conflicts likely to happen?

It is difficult to agree with each other all of the time which is why conflicts can arise from time to time. They can either be with other residents, within the working group you are involved with as a volunteer, or between residents and their landlord', staff or at local events.

It is important for all concerned to resolve conflicts efficiently and effectively to avoid the situation escalating, which can also become expensive and destructive. Vast amounts of time can be spent trying to get each side to understand the problem, take action or to listen.

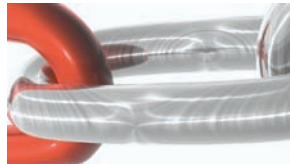
## How are conflicts resolved?

Through resolving conflicts successfully, you can solve many of the problems that it has brought to the surface, as well as getting benefits you might not at first expect;

- **Increased understanding:** Discussions surrounding the conflict can expand people's awareness of the situation and encourage them to reach their own goals without undermining those of other people.
- **Increased group cohesion:** When conflict is resolved effectively, team members can develop stronger mutual respect in each other and work together much more harmoniously.

- **Improved self-knowledge:** It allows individuals to examine their own goals in more detail, helping them to understand what is important to them. This will make them more focused and enhance their effectiveness within the group.

If the conflict is not handled effectively, the results can be damaging. Teamwork breaks down and conflicting goals can quickly turn into personal dislikes. This can lead to a downward spiral of negativity and recrimination.



## What is the difference between 'healthy', and unhealthy' disputes

### Healthy disputes

Listen first, talk second  
Considers the value of everyone's input  
Willing to amend own view in the light of others' suggestions  
Asks questions to encourage others to elaborate on their thoughts  
Builds on ideas and looks for common ground

### Unhealthy disputes

Only interested in giving own views  
Not willing to consider others' views  
Speaks as if there is only one possible course of action  
Uses aggression  
Argues against others' views and tries to 'score points'.

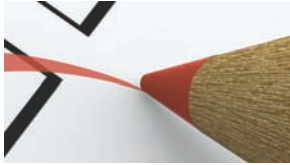
It is very important that each tenant involvement volunteer understands the need for ongoing positive communication skills when working together to avoid disputes becoming negative. There is nothing wrong in disagreeing with another person's point of view as long as it done constructively and without intimidating the person you are in disagreement with.

## Negative disputes start when we:

- Insist our way is the only way and do not welcome other people's ideas
- Does not like change and won't change
- Allow communication to break down
- Misuse of power over others
- Get involved in personal clashes.

## When does the tenant participation team become involved in conflict resolution?

At Tamworth Borough Council the roles of our tenant involvement volunteers is very important to us through various working groups and events. We understand that tensions can occur or that you may experience difference of opinions from time to time with other people. We will endeavour to resolve any serious conflicts for all parties concerned, avoiding negativity and impacting on the meetings to become less productive. When dealing with disputes of any nature the tenant participation team will always refer to the TPAS 'Dispute Resolution Toolkit' for guidance on good practices.



## How will we aim to resolve conflicts?

When looking at conflicts the tenant participation team will be guided by using the TPAS 'Dispute Resolution Toolkit'. It is important to resolve any disputes quickly to stop them turning into personal dislikes. The following 5 steps will be considered when looking at resolving any conflicts or disputes;

1. Setting the scene – making sure that people understand that the conflict may be a mutual problem, which may be resolved through discussion and negotiation rather than raw aggression.
2. Gather Information – it is important to gather the underlying interests, needs and concerns of everyone involved, confirming that their viewpoints are important. Personalities should be kept out of the discussion.
3. Agree the problem – it is important to agree the problems that you are trying to solve before you'll find a mutually acceptable solution. You need to understand what the other person sees as the problem.
4. Brainstorm possible solutions – if everyone is going to feel satisfied with the resolution, it will help if everyone has had a fair input in generating solutions. Brainstorming allows you to be open to all ideas, even if you have never considered them before.
5. Negotiate a solution - by this stage the conflict may have been resolved.

At all times it is important to remember the three guiding principles:

- Be Calm
- Be Patient
- Have Respect