



Difficult Residents and Conflict Resolution

By Sue Streck



Conflict

- Conflict is a *Fact of Life*, not a *Way of Life*
 - Accept Human Differences
 - Loose the Fear of Conflict
 - Learn the Techniques
 - Restrain Yourself
 - Problem Solve



True Conflict

It is an assumption that if you get what you want, I can't get what I want.

Disagreements

- Different opinions
- Different interpretation of reality
- How do you deal with it
 - Ignore it
 - Agree to Disagree
 - Forgive or don't talk about it

Get Started

Start by stating your interest not your position

Your position is the goal and that makes you inflexible

Yielding

- We do it when we are angry
- Sometimes there are better alternatives
- Sometimes it saves time and nerves
- But unless you set another time to continue, the problem still exists
 - Think of what is at stake

Avoiding

- Will the problem take care of itself?
- Are you afraid of conflict?
- Do you just not want to make waves?
- Hostilities will grow
 - People get their feelings hurt
 - What does it have to do with your job performance?
 - People have *emotional savings accounts*

Confrontation

- Must have cooperation from both parties
- Not always one winner and one loser
- Consider the other party's interest
- You feel you must win

Promises

- Must be fulfilled
- It is an "if then proposition"
- It can be good or bad
- Can be broken if one party leaves

Gamesmanship & Threats

- Pushing buttons
- Manipulation
- Playing the victim
- It's like a promise, but with punishment
- It costs nothing, you don't have to follow through
- There's no commitment
- It is a lose lose situation

Try to Reconcile

- Break off the relationship and start a new one
- Promise yourself it's a learning experience
- Problem solve

Problem Solving

- There has to be a real concern for both sides
- Ask questions
- You will build a reputation of fairness if you can show how solving the problem will benefit both parties
- Be firm on your interest and flexible on your solution
- The one with the least interest has the most power

Problem Solving

- Bring in a third party
- Is this a problem or just a misunderstanding
- Repeat the problem
- Analyze the interest, not the problem

Problem Solving

- Don't give up too quickly
- Plan A is better than plan B
- Do the opposite of what you feel
- Deactivate your hot buttons
- Size up your situation and look at their side by being understanding and nodding
- Ask questions and wait for the answer
- Repeat what you understand

Problem Solving


- If you think they are lying, don't accuse them
- Don't be condescending just let them know you are firm
- If they want to walk away, set another time to continue

Rules of Communication

1. Let them talk and listen
2. Ask clarifying questions
3. Stay in the present
4. Stick to the topic
5. Look for areas of agreement
6. If the discussion escalates, withdraw
7. Body language is important

The Orange

Two sisters want an orange. There is only one orange and both want all of it. What is the solution?



Resident Conflict

- With Management
 - Be understanding and try to see their side
 - Look at the interest, not the problem
 - There are rules that can't be set aside
 - We manage people first
- With other residents
 - Be a mediator
 - Don't give an answer
 - Structure the communication
 - Teach them the steps of problem solving
 - Remind them of their interest and point out what will happen if they don't settle
 - Instill optimism

Cases

- Residents who want a reasonable accommodation, definition states *he/she is not required to make changes that would fundamentally alter the program.*
- Infestation
- Parking
- Housekeeping
- Hoarding
- Stray animals

5 Things That Make a Good Resident

1. Does the resident pay their rent in full and on time?
2. Does the resident not interfere with the quiet enjoyment of other residents?
3. Is the unit safe and sanitary?
4. Does the resident not destroy the property above normal wear and tear?
5. Does the resident not conduct criminal activity on or around the property?

The Orange

What's the solution?





**Thank you for your
attention!**

QUESTIONS?
