

# CONFLICT RESOLUTION

## TOOLS THAT MAKE A DIFFERENCE

The Silence the Shame Parent Advisory Council (PAC) advances mental health equity by elevating parent voices and lived experience. Our work is collaborative, sometimes fast-paced, and often personal. Conflict can arise—even in caring communities. These resolution tools help us stay mission-focused, protect relationships, and make clear, timely decisions. We approach differences with curiosity, compassion, and a commitment to equity, ensuring every parent can participate fully and safely.

### INTEREST-BASED PROBLEM SOLVING (IBPS)

#### Purpose

Move from fixed positions to shared interests and craft workable options.

#### Use When

Same mission, different preferred solutions (e.g., scheduling, resources, messaging).

#### Steps

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|---|---|--|
| <b>01.</b><br>Name the mutual goal (e.g., equitable impact across regions). | <b>02.</b><br>Surface interests from each side (needs, fears, values, constraints). | <b>03.</b><br>Set 3–5 decision criteria (equity, feasibility, budget, capacity, timeline). |
| <b>04.</b><br>Brainstorm options without judgment.                          | <b>05.</b><br>Evaluate options against the criteria; choose a plan.                 | <b>06.</b><br>Assign owners and timelines; document in minutes.                            |

#### Quick Script

“Let’s pause positions and name interests. In one sentence: what do you need for this to feel fair and effective?”

#### Tip

Capture interests and criteria on a visible board to keep the group aligned.

### CRIB MODEL

(COMMIT • RECOGNIZE • INVENT • BRAINSTORM)

#### Purpose

Rebuild shared purpose when emotions rise or motives are questioned.

#### Use When

Tension is high; people feel unheard or opposed.

#### Steps

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| <b>01. Commit:</b><br>State a mutual purpose you can both agree on.                        | <b>02. Recognize:</b><br>Name the purpose behind each person’s strategy.         |
| <b>03. Invent:</b><br>If needed, propose a broader shared aim that includes both concerns. | <b>04. Brainstorm:</b><br>Generate new strategies that serve the shared purpose. |

#### Quick Script

“I might be wrong, but we both want to reach under-resourced families. Can we agree that’s our mutual purpose and brainstorm strategies that serve it?”

#### Tip

Say “I could be wrong” to lower defensiveness; confirm the mutual purpose before brainstorming.

### RESTORATIVE QUESTIONS

#### Purpose

Repair harm and rebuild trust after a breach or hurt.

#### Use When

Confidentiality slip, hurt feelings, exclusion, or trust breakdowns.

#### Core Questions

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|---|---|
| <b>01.</b><br>What happened, from your perspective? | <b>02.</b><br>Who was affected and how?                                   |
| <b>03.</b><br>What do you need to move forward?     | <b>04.</b><br>What would repair look like (privately, publicly, or both)? |
| <b>05.</b><br>What commitments can we each make?    |   |

#### Quick Script

“Thank you for naming the impact. What would repair look like for you, and what do you need from us right now?”

#### Tip

Offer choice about setting (1:1 vs. group); document agreed repairs and follow-ups.

### TEMPERATURE CHECK + TIME-BOX

#### Purpose

Unstick looping discussions and land decisions or next steps.

#### Use When

Conversations are circling, energy is dropping, or time is tight.

#### Steps

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|--|--|
| <b>01. Pulse check:</b><br>Quick poll 1–5 on alignment/ready to decide.            | <b>02.</b><br>If average <3, time-box 5–10 minutes to explore top 1–2 options. |
| <b>03.</b><br>Name the decision rule (consensus-seeking, then majority if needed). | <b>04.</b><br>Land next step or park item with an owner and revisit date.      |

#### Quick Script

“I’m hearing diminishing returns—let’s time-box 8 minutes on our top two options, then land a decision or assign a follow-up.”

#### Tip

Always assign a parking-lot owner and due date to prevent drift.



# REMINDERS FOR MAINTAINING WELLNESS



## 01 Center Psychological Safety

- Start with community agreements; normalize opting in/out of sensitive topics.
- Use “impact over intent” and make space for feelings without fixing.

## 02 Pace yourself

- Use time-boxing and clear agendas to reduce cognitive load.
- Take micro-breaks: 60 seconds to breathe, stretch, hydrate.

## 03 Mind body basics

- Sleep, nutrition, hydration, movement—schedule them like meetings.
- Keep a water bottle and a light snack during virtual sessions.



## 04 Emotional check-ins

- Begin meetings with a one-word check-in; close with a one-word checkout.
- Notice overwhelm; ask for a pause or step away if needed.

## 05 Boundaries are healthy

- Share at your comfort level; no pressure to disclose personal stories.
- Use DESC to set respectful limits when something isn't workable.



## 06 Shared workload

- Rotate roles (facilitator, timekeeper, scribe, process checker) to prevent burnout.
- Clarify RACI so responsibilities are realistic and fair.

## 07 Accessibility matters

- Offer captions, language interpretation, and plain-language materials.
- Use multiple modalities: chat, voice, polls, and quiet reflection time.



## 08 After-care for tough conversations

- Plan a brief decompression: a walk, journaling, or music.
- Co-create repair steps promptly if harm occurred; follow up within 48 hours.

## 09 Support network

- Identify two “go-to” peers for support and reality checks.
- Share vetted mental health resources and crisis lines relevant to your region.



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## Grace and gratitude

- Assume positive intent; thank people for effort, not just outcomes.
- Celebrate small wins and rest as productive.