

# Resolving Conflict between Roommates

What you need to think about before you facilitate conflict resolution

1. Is this the right time for a resolution?
2. Who are the main players in the conflict?
3. Do roommates know what they want and what is important to each?
4. Do they understand a resolution will involve compromise?

Sitting down to facilitate conflict resolution

- a time and place should be set that works for all parties involved
- the place should be neutral (if you are comfortable, use your room)
- a time limit should be set so the meeting doesn't drag

Steps

## **Introduction**

- What your role is and why you are meeting today  
*"Today as your CA I will be helping you resolve your conflict."*
- Double check that each party is willing to have help in the situation  
*"I have spoken with each of you separately and you have agreed to be here today to discuss your concerns, is that still true?"*
- Ask for an agreement to each "rule"  
trying to resolve the issue  
no name calling  
no interruptions- let each person finish speaking  
confidentiality- yours and theirs

## **Concerns/Conflict**

- Ask first person to reflect their concerns and paraphrase  
*"What happened?" "How do you feel you are involved?"* etc.
- Ask first person how the situation makes them feel. Reflect the feelings  
*"How does the mess in the room make you feel?" "Wow it seems like the mess in the room really frustrates you, is that fair to say?"*
- Ask second person to reflect their concerns and paraphrase
- Ask second person how the situation makes them feel. Reflect the feelings

## **Looking for Solutions**

- Ask the first person what they can do to help solve the conflict? Paraphrase
- Ask the second person what they can do to help solve the conflict? Paraphrase
- Use creative questioning to bring disputants closer to a solution?  
*"Is there time in the week when you can both clean your areas of the room together?" "Would you be willing to call roommate meetings between the two of you to talk about who does what on the 'chore' list?" "Can you keep a room calendar to use when you have guests coming?"*

## **Finding Solutions**

- Help both disputants find a solution they feel good about
- Repeat the solution and all of its parts to both disputants and ask if each agrees.
- Use a Roommate Guide to facilitate solid agreement
- Congratulate roommates on finding a solution together