

1. **Process within yourself** your own emotions in order to come to an understanding of the issues, perspectives, and potential outcomes of each involved. Determine if there is a next step.
2. **Get help from someone** who is willing to listen to you and assist you in processing the situation in an objective, neutral way.
3. **Communicate with the person involved directly** in a non-confrontational manner.
4. If this is not a comfortable process for both parties, then **get help from people who are skilled in listening and conflict resolution**, who can hold neutrality, and are willing to accompany you to witness and/or facilitate a conversation between you and the other person/s involved. This could be a Nyland Conflict Coach* (someone who has had additional training) who would serve as an advocate for our Conflict Resolution Process.
5. **Get help from Nyland community resources Third Siders or Well-Being** are able to set up a process to enable all parties to come to a mutually agreeable (acceptable to all) resolution. If this is not possible for some reason, they will help the parties access external resources. Examples of processes that could be used are Facilitated Meetings, Restorative Circles, Sharing Circles and Mediation. **Board CAG** can be of support if there is a legal, financial, or oversight issue and all above steps have been tried without success.
6. **Last Resort to outside resources** if all who have been involved feel the community process cannot be effective.

Find your Third Sider role and support fellow Nylanders

Check out William Ury’s website: thirdside.org

- Contain**
Equalizer Referee Peacekeeper
- Resolve**
Healer Mediator Arbiter
- Prevent**
Bridge Builder Teacher Provider

Check out the Nyland Website at

nylandcohousing.org

Click on ‘Third Siders’ to find support and resources

When life’s flow is disrupted.

If you can’t let go of a problematic situation.

Use this pamphlet to help you with the process.

Remember our agreed upon process. See our agreements on the back page.

1. **Process within yourself** your own emotions in order to come to an understanding of the issues, perspectives, and potential outcomes of each involved. Determine if there is a next step.
2. **Get help from someone** who is willing to listen to you and assist you in processing the situation in an objective, neutral way.
3. **Communicate with the person involved directly** in a non-confrontational manner.
4. If this is not a comfortable process for both parties, then **get help from people who are skilled in listening and conflict resolution**, who can hold neutrality, and are willing to accompany you to witness and/or facilitate a conversation between you and the other person/s involved. This could be a Nyland Conflict Coach* (someone who has had additional training) who would serve as an advocate for our Conflict Resolution Process.
5. **Get help from Nyland community resources Third Siders or Well-Being** are able to set up a process to enable all parties to come to a mutually agreeable (acceptable to all) resolution. If this is not possible for some reason, they will help the parties access external resources. Examples of processes that could be used are Facilitated Meetings, Restorative Circles, Sharing Circles and Mediation. **Board CAG** can be of support if there is a legal, financial, or oversight issue and all above steps have been tried without success.
6. **Last Resort to outside resources** if all who have been involved feel the community process cannot be effective.

Find your Third Sider role and support fellow Nylanders

Check out William Ury’s website: thirdside.org

- Contain**
Equalizer Referee Peacekeeper
- Resolve**
Healer Mediator Arbiter
- Prevent**
Bridge Builder Teacher Provider

Check out the Nyland Website at

nylandcohousing.org

Click on ‘Third Siders’ to find support and resources

When life’s flow is disrupted.

If you can’t let go of a problematic situation.

Use this pamphlet to help you with the process.

Remember our agreed upon process. See our agreements on the back page.

GROUND INTO OUR NORMS:

be respectful

listen well

wait to speak until the other person is finished

use ‘I statements’ to express feelings and needs

find better timing if the situation is not safe, constructive

determine together next steps, support, who initiates

Be sure to share contact info, set timing.

LET THE FLOW BEGIN, START THE PROCESS

- **INITIATION:** a situation happens
- **ENGAGEMENT:** those involved use their own skills to explore within themselves and navigate the process to come to a resolution (communication skills , norms, strategies to improve/de-fuse the situation)
- **NATURAL SUPPORTS:** those involved use their own support network as the process moves along (friends, partner, 3rd Sider resources on-line, give the situation some time)
- **COMMUNITY SUPPORTS:** those involved decide there is a need for additional community support (3rd Sider Coach , 3rd Siders)

There are lots of potential outcomes!

If there are agreements, put them in writing, and start to make happen what all parties have agreed on.

It could also happen that all involved agree that the process has been exhausted, nothing more can be done for now. There might be no agreement.

- **CHECK-IN:** After some time has passed, it’s good to check for areas of conflict that may still be alive and decide what to do about it.

Remember this process is not about shutting down feelings and needs but rather finding ways to communicate and stay engaged as the situation unfolds while continuing to live together.

How do I know when to move to another step?

*****The key to movement in the flow chart*****

If one or more participants feels like the process is not:

**SAFE,
COMFORTABLE TO NAVIGATE,
CONSTRUCTIVE,
AND PROGRESSING;**

it may be time to expand the system, move to the next step or another step, and/or get more support.

*Talk to each other, agree to shift, if possible.

Find support on the Nyland Website:
Click on ‘Third Siders’

GROUND INTO OUR NORMS:

be respectful

listen well

wait to speak until the other person is finished

use ‘I statements’ to express feelings and needs

find better timing if the situation is not safe, constructive

determine together next steps, support, who initiates

Be sure to share contact info, set timing.

LET THE FLOW BEGIN, START THE PROCESS

- **INITIATION:** a situation happens
- **ENGAGEMENT:** those involved use their own skills to explore within themselves and navigate the process to come to a resolution (communication skills , norms, strategies to improve/de-fuse the situation)
- **NATURAL SUPPORTS:** those involved use their own support network as the process moves along (friends, partner, 3rd Sider resources on-line, give the situation some time)
- **COMMUNITY SUPPORTS:** those involved decide there is a need for additional community support (3rd Sider Coach , 3rd Siders)

There are lots of potential outcomes!

If there are agreements, put them in writing, and start to make happen what all parties have agreed on.

It could also happen that all involved agree that the process has been exhausted, nothing more can be done for now. There might be no agreement.

- **CHECK-IN:** After some time has passed, it’s good to check for areas of conflict that may still be alive and decide what to do about it.

Remember this process is not about shutting down feelings and needs but rather finding ways to communicate and stay engaged as the situation unfolds while continuing to live together.

How do I know when to move to another step?

*****The key to movement in the flow chart*****

If one or more participants feels like the process is not:

**SAFE,
COMFORTABLE TO NAVIGATE,
CONSTRUCTIVE,
AND PROGRESSING;**

it may be time to expand the system, move to the next step or another step, and/or get more support.

*Talk to each other, agree to shift, if possible.

Find support on the Nyland Website:
Click on ‘Third Siders’