

### **Requesting support for Conflict Resolution at AZG**

This is what you can expect by requesting the support of the Conflict Resolution Team:

- you choose which 2 team members you would like to work with
- submit a request through the website or directly with the team members
- you have an individual meeting with 2 people of the Conflict Resolution Team
- they will ask you about the need, the urgency and what you may have already done to begin a dialog with the person/ people in conflict
- they will listen carefully, ask questions, and invite reflection
- together you will schedule a first pair or group session

At the first Conflict Resolution session you can expect:

- you all will make agreements to address the problem skillfully
- you all will make agreements to assure confidentiality
- you all will make agreements to stay with the process until some resolve is reached
- one person at a time will talk to the CRT members while everyone listens
- CRT members will reflect what they are hearing and ask clarifying questions
- CRT members will summarize and invite participants to address each other directly
- If the time is right, CRT members will invite proposals for agreements each person is willing to make and keep
- Together you will set up a follow-up session