

Conflict Resolution Service

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A free confidential service



**Conflict Resolution
Service**



Getting along in your neighbourhood

Neighbourhood Difficulties?

Tips for better communication

Face to face is better than letters or messages where there is no threat of violence.

Right time and enough time is important.

Think ahead about what you have to say. State your concerns clearly and how you feel.

Listen to the other person and be prepared to understand their concerns.

Acknowledge what they have told you to reassure them you have heard.

Focus on the problem not the person. Do not blame, attack or threaten them.

Work together to find and explore options that meet each of your needs.

Not all problems can be resolved, but all neighbourhood disputes can be managed.

Conflict Resolution Service provides mediation, information or referral.