

10 EASY STEPS TO RESOLUTION



- 1. Talk directly** Conversation with the people directly involved in the issue of concern is the first step to resolution. Meet face to face, or speak over the phone, to explain your concern in a positive and respectful manner. Sending an anonymous letter, banging on the wall or complaining to your friends and neighbors will not be effective. Don't assume that the other person is aware of your concern. Help them understand that a problem exists and invite them to help you find a solution you both can live with.
- 2. Choose a good time** Find a convenient moment to bring up your concern and allow enough time for a thorough discussion. Try to talk in a quiet place where you can both be comfortable and uninterrupted. Consider a time when the other person will be most receptive. Don't ambush someone as they leave or arrive home from work.
- 3. Plan ahead** Think about what you want to say in advance. You may want to write out your concerns and questions to use as a guide. Try to explain your perspective - the problem as you see it - and how it affects you.
- 4. Don't blame or accuse** Antagonizing the other person only makes it harder for him or her to hear you and understand your concerns. Focus on what you have observed and how it affects or impacts you. Remain open to hear a different perspective than your own.
- 5. Give information** Don't interpret the other person's behavior: "You are blocking my driveway just to make me mad!" Instead, give information with a focus on your own feelings: "When your car blocks my driveway, I get angry because I can't get to work on time."
- 6. Listen** Give the other person a chance to explain his or her view, describe their own concerns and share their own feelings. Your job is to listen and understand their perspective.
- 7. Show that you are listening** Although you may not agree with what the other person is saying, tell them that you hear their concerns and that you are glad to be discussing the problem together. Listening does not mean that you agree with the speaker's point of view. In order to find a solution you must first fully understand the problem.
- 8. Talk it all through** Once you start, get all the issues and feelings out in the open. Don't ignore the part that seems too "difficult" or "minor." Your resolution will be durable if everyone's issues are considered and addressed.
- 9. Work on a solution** When you have discussed all the concerns and share a common understanding of the issues you can begin to focus on a solution. Two or more people cooperating to find a creative solution are much more effective than one person demanding that the other make a change. Be specific. And include timelines for all tasks: "I will turn off my music at midnight on Friday and Saturday evenings." "I will buy the fence posts on Wednesday and you will bring your tools on Thursday morning so we can make the repairs."
- 10. Follow through** Agree on when and how you will check in with each other to monitor your progress. Communicate immediately about any changes or if your solutions are not having the desired results. Congratulate yourselves for *working together* to resolve the problem!

**Hillsboro Mediation
Program
250 S. E. 10th Ave.
Hillsboro, OR 97123**

**WHEN YOU NEED
THE ASSISTANCE OF A
MEDIATOR
(503) 615-6651**

WHY SHOULD I TRY MEDIATION?

Working together we can help you to find creative and long-term solutions to most neighborhood disputes. Mediation is an effective alternative to ignoring a problem, starting a fight, calling the police or going to court. Mediation services are provided by the Hillsboro Police Department and are free to all community residents.

Mediation is a cooperative problem-solving process that enables people in conflict to resolve their differences with the assistance of an impartial mediator. In mediation you retain control of the outcome, and important relationships are kept intact. Participation in mediation is voluntary and all discussions with mediators and program staff are confidential.

HOW DOES IT WORK?

A mediator will talk with you and the other parties involved to identify the issues and concerns.

They will help you to communicate directly about the dispute, share important information and clear up any misunderstandings.

In mediation you will be able to work together to find solutions that are fair and long-lasting.

Mediators will help you to reach new understandings, repair relationships and build a mutually acceptable agreement.

HOW DO I REQUEST MEDIATION SERVICES?

CALL (503) 615-6651

HILLSBORO MEDIATION PROGRAM

Talk with one of our trained mediators to learn more about the mediation process and get assistance in resolving a dispute or disagreement.