

Resolving Conflicts in the Library

Southeast Kansas Library System After-Lunch Course
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Today's Presenters



Courtney Breese
Executive Director
National Coalition for
Dialogue & Deliberation



Jamila Mindingall
Executive Director
South Fulton Community
Mediation Center

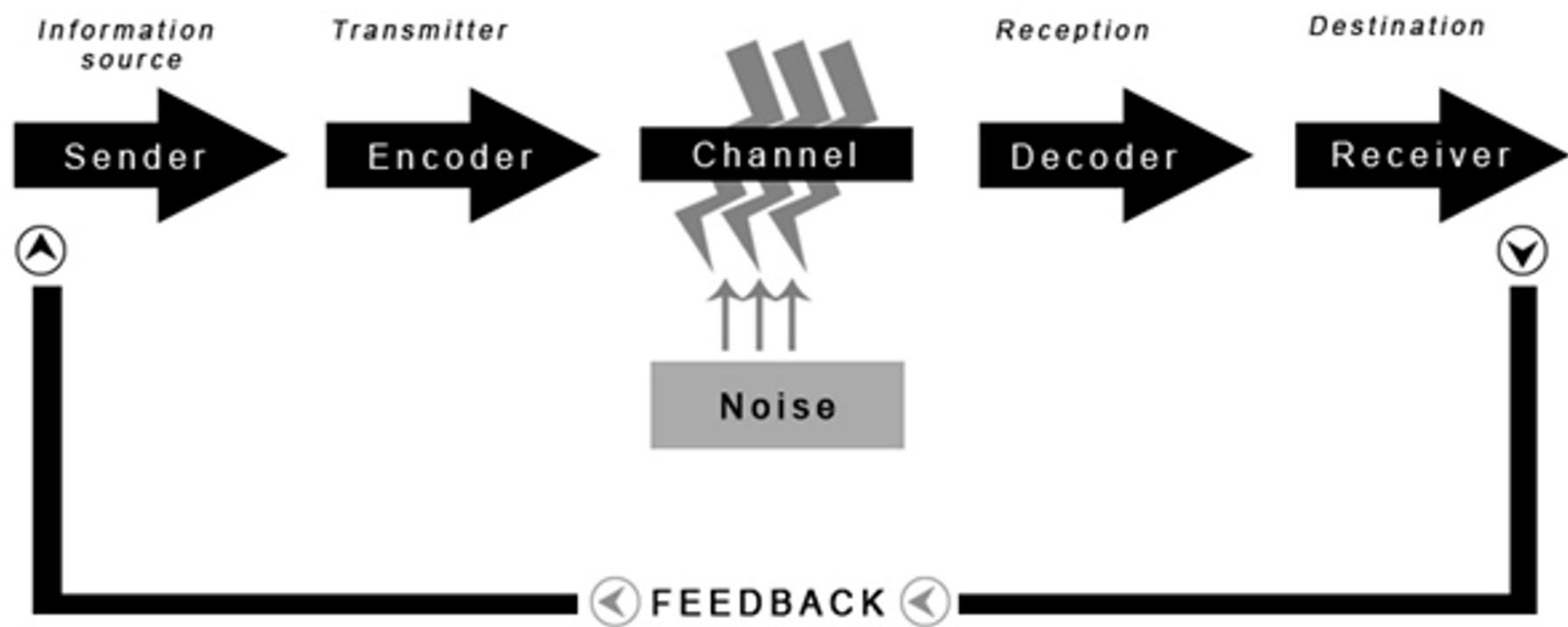


Conflict 101



Why Conflict Happens





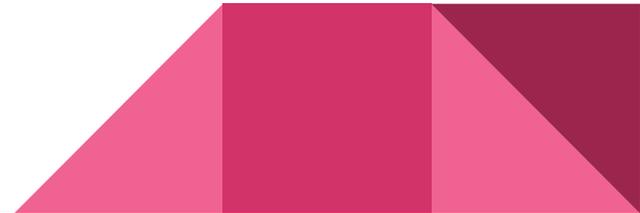
SHANNON-WEAVER'S MODEL OF COMMUNICATION



Know Yourself

Know Yourself

- What is your comfort level with raised voices? Conflict?
- What is your conflict style?
- What do you do when you feel escalated?



ASSERTIVENESS

ASSERTIVE

UNASSERTIVE



COMPETING



COLLABORATING



COMPROMISING



AVOIDING



ACCOMMODATING

UNCOOPERATIVE

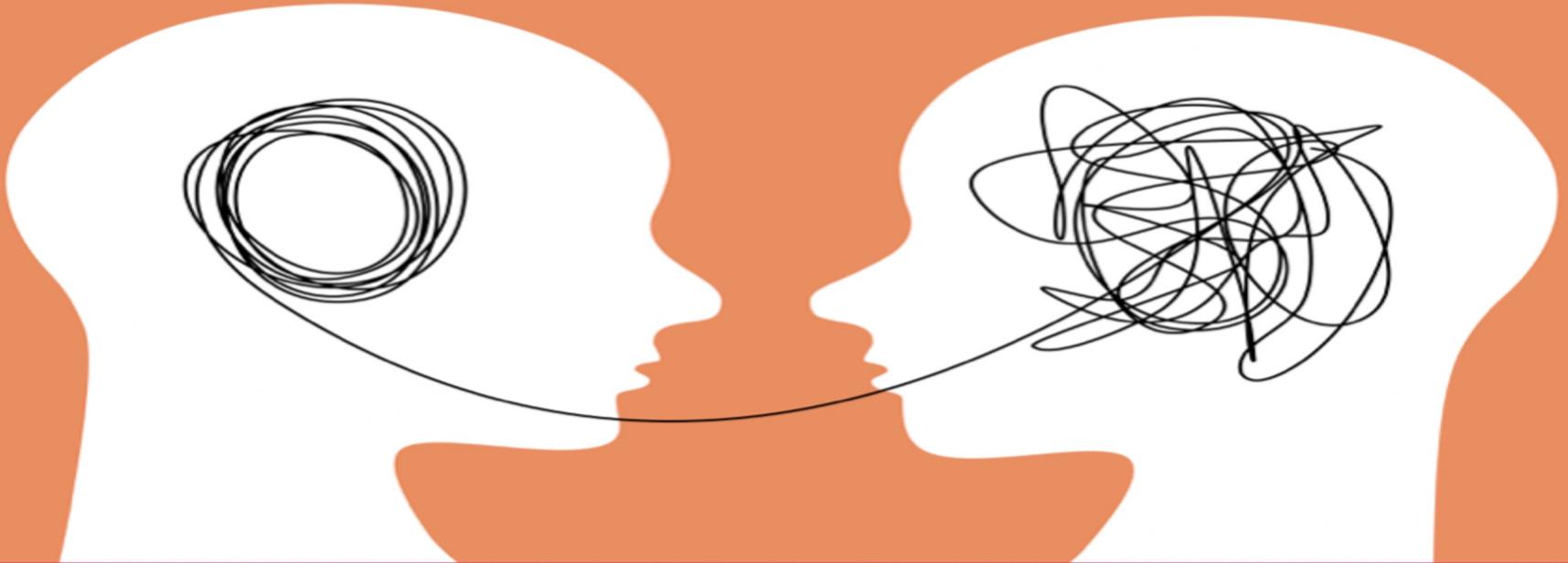
COOPERATIVE

COOPERATIVENESS



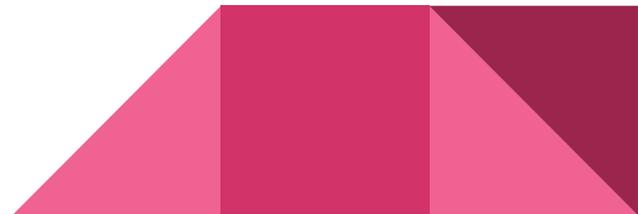
De-escalation Techniques

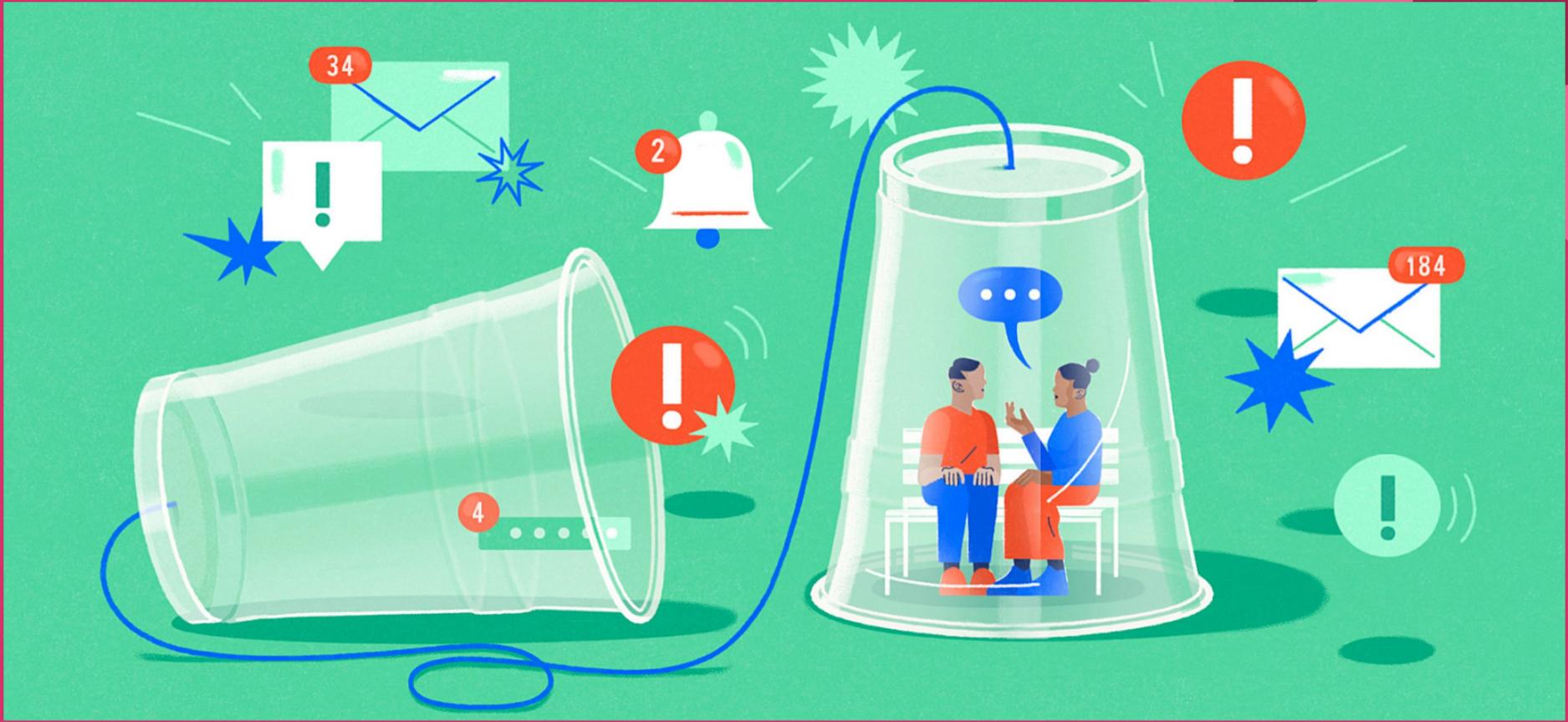
De-escalation Goal



Active Listening

- Eye contact
- Tone and body language
- Allow for venting
- Paraphrasing: “What I hear you saying is...”
- Reframing: “If I understand you correctly...”





De-escalation Techniques

- Listening - without fight or flight response
 - Stay calm
 - Be aware of your/their non verbal cues
 - Validate and empathize
 - Explain where you/the library are coming from
 - The customer may not be right
 - Be clear of the steps you may have to take if they are belligerent or threatening
 - Don't forget to take care of yourself
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