

Understanding the Conflict Resolution Process

The Purpose:

- To provide structure to empower & equip you to solve your conflict
- Provide guidance in how to best solve conflict



Keep the following in mind:

- Roommate conflict is a normal part of college
- The majority of college students experience roommate conflict
- Assume the best of your roommate(s)
- Address conflict when it arises
- Listening & asking questions are just as important as sharing your experience



1 Talk about the conflict & create a plan for resolution



- Get a roommate communication verification form from your RA
- Set up a time to speak with your roommates
- Identify the issues & create an action plan
- Put the action plan into practice for 7 days

2 Schedule a conflict resolution meeting with your RA



- If major conflict still exists after 7 days, your RA will facilitate a mediation with you & your roommates
- The mediation will involve open & honest conversation
- Together, revise your roommate contract & practice for 7 days
- Schedule a follow up meeting with your RA

3 Schedule a conflict resolution meeting with your RD



- If severe conflict still exists after the follow up meeting with your RA, your RA will recommend an RD mediation
- Your RD will email you to schedule a conflict resolution meeting
- Your RD will work with you & your roommates to determine the best course of action moving forward



Remember:

Respectful roommate relationships are the priority; don't force friendship.

Residence Life wants to partner with you to solve the conflict & help you learn conflict resolution skills. For emergencies, please call Public Safety at 602-639-8100