

## **Conflict Resolution in the Oxford House**

You are in your room watching TV; all of a sudden you hear screaming and yelling coming from the living room. Your heart starts beating fast because you know you are the President of your house and will be expected to handle this situation. You never liked conflict so how do you deal with this.

1. Don't try to fix it yourself. Call a meeting immediately. There is power in the group conscience.
2. Let the house know you are going to mediate this situation.
3. Ask the individuals to stop speaking to each other and to begin addressing you, the mediator.
4. Lay the ground rules: Each person has five uninterrupted minutes to speak to the group about what their issue is.
5. At this point the mediator should summarize what the problem is.

Make sure what you have stated is correct with each individual involved.

6. Ask the members of the house to share their experience, strength and hope about this situation.
7. The house as a whole should come up with a game plan on how to resolve this dispute. Keeping in mind that everyone has positive aspects to their personality. Everyone should share something positive about each individual in the conflict.
8. Always remember "get out of the problem and into the solution"

Violent Behavior is grounds for eviction.