



ARROWSMITH COMMUNITY JUSTICE SOCIETY

Community Dispute Resolution

Conference Guidelines

Adopted: 14 Oct 2014

Action Steps:

1. Team Members introduce themselves, briefly explain the Community Dispute Resolution Process and reconfirm their commitment to confidentiality.
2. Request each party, in turn, to give full description of the issue(s) in dispute from their point of view. You may need to ask some questions to ensure all issues and feelings have been expressed and clarified.
3. Explain that everyone's task in the CDR conference is to deal with the future and express your confidence that the parties can and will do so. This also may be a good time to reinforce the concept of a BATNA (*Best Alternative To a Negotiated Agreement*) by asking the parties to think about their alternatives to this process.
4. Ask each party what they would like to see as a future state. Try to get them to talk about how the future would look rather than a specific action they want the other party to take.
5. Make sure to ask for your Team member's comments and observations.
6. Ask each of the parties to describe the steps or changes they will undertake to improve the situation. These actions will form the basis of a resolution agreement.
7. Summarize the actions (including by when) all parties will take and ensure everyone agrees with your summary. It is up to the parties whether or not they would like a formal, signed resolution agreement. A handshake may be sufficient.
8. Thank the parties for working with you. Advise them there may be some follow-up by the ACJS Co-ordinator about their views of the process.