

Resolving Issues through Working Together

2017 SARM Councillors Seminar
The Dispute Resolution Office

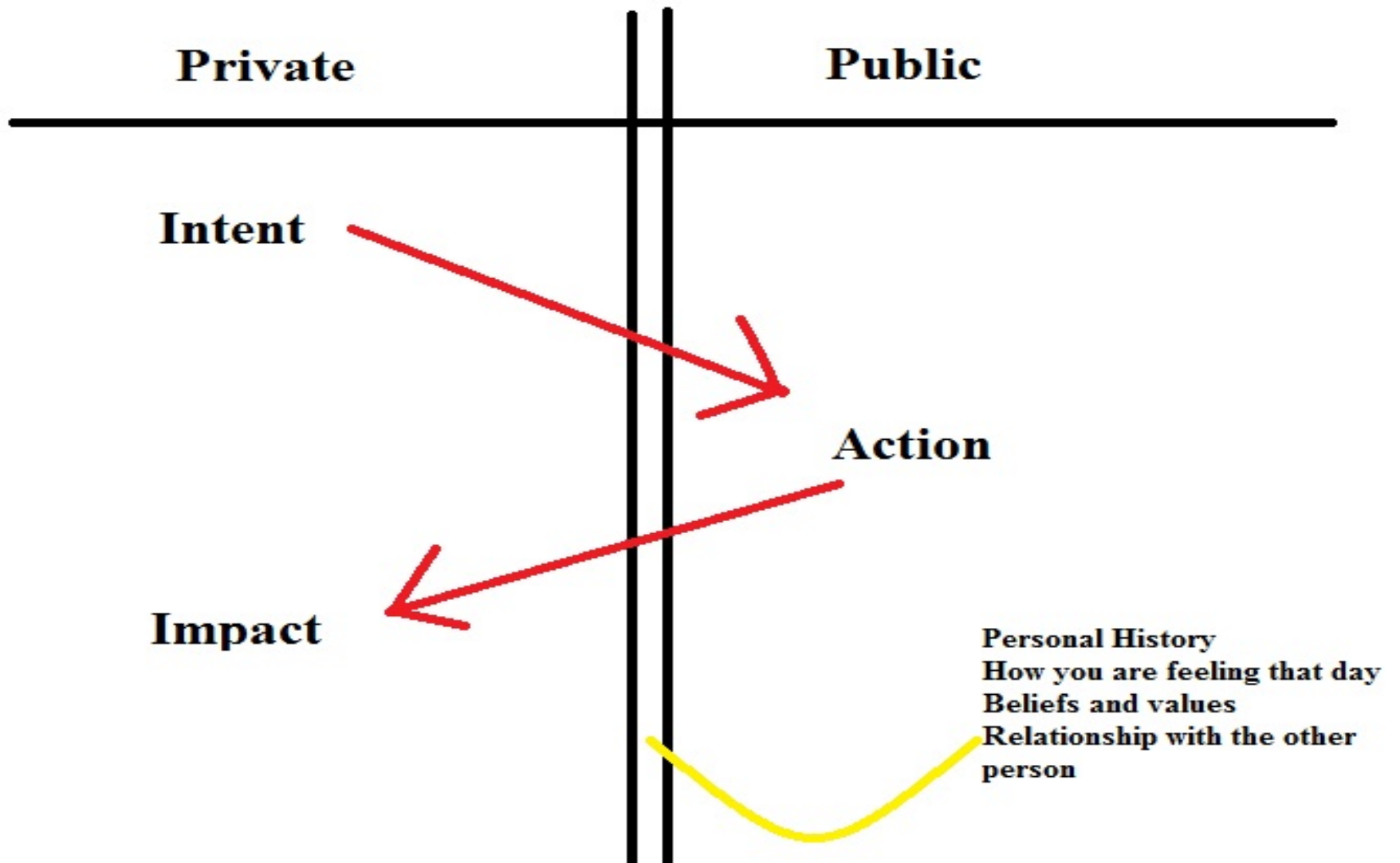
November 6, 2017

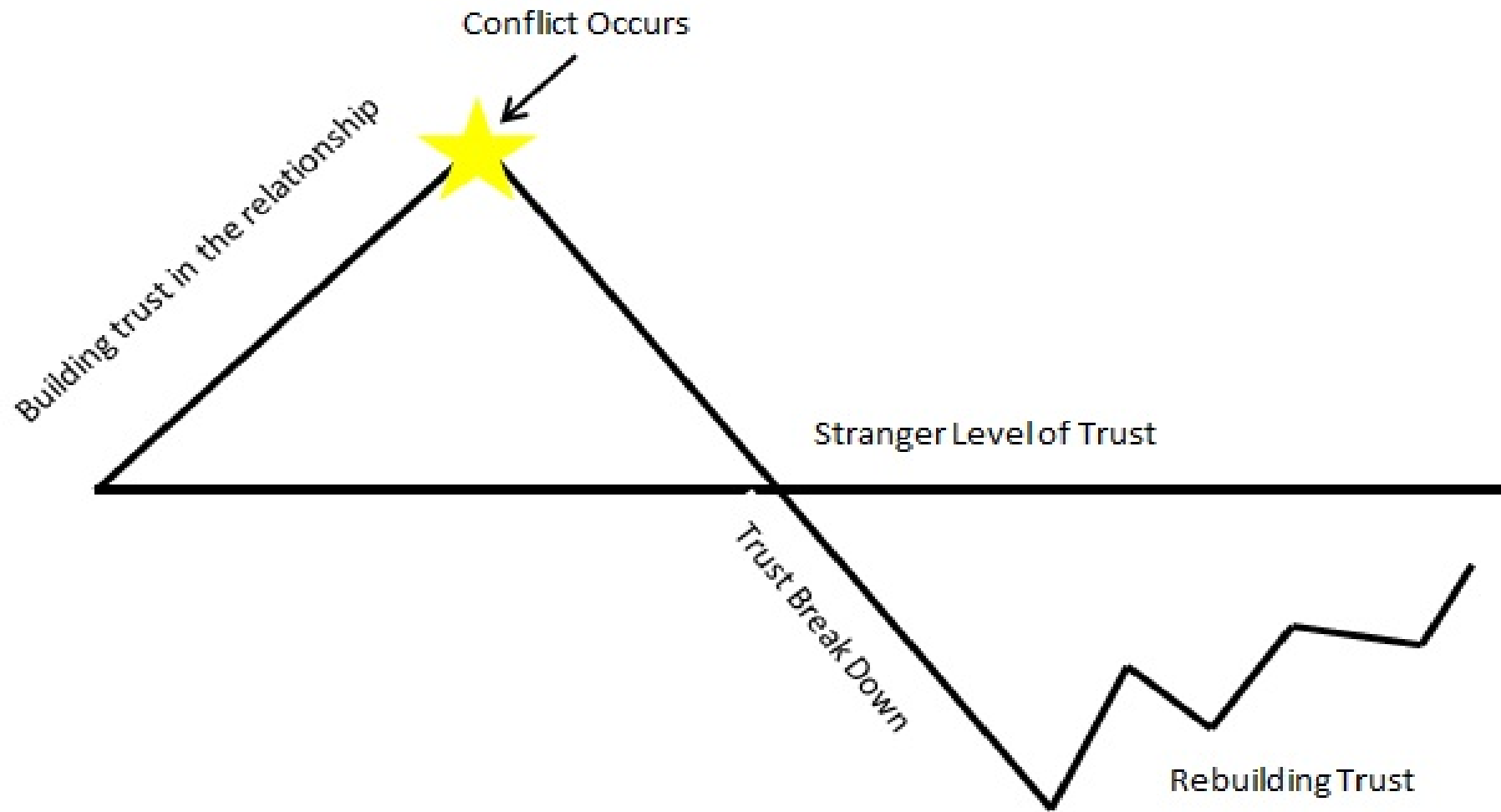
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The Cash Register Story

- Read through the story and answer the following questions.
- T – True; F – False or ? – Don't know
- What assumptions did you make as you were answering the questions?
- What caused you to make these assumptions?





Role in Conflict Resolution

- (1) Decision Maker – Arbitrator
- (2) Participant – Negotiator
- (3) Facilitator – participant (non-neutral)
- (4) Facilitator – Neutral
- (5) Sounding Board – Coach
- (6) Avoid

Contact Information

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