

Saskatchewan



**Ministry of
Justice and
Attorney General**

Collaborative Problem Solving

**The Dispute Resolution Office
Ministry of Justice and Attorney General**

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The Dispute Resolution Office ...

“We believe in people’s ability to resolve issues with dignity and respect in a safe environment”.

Mission Statement

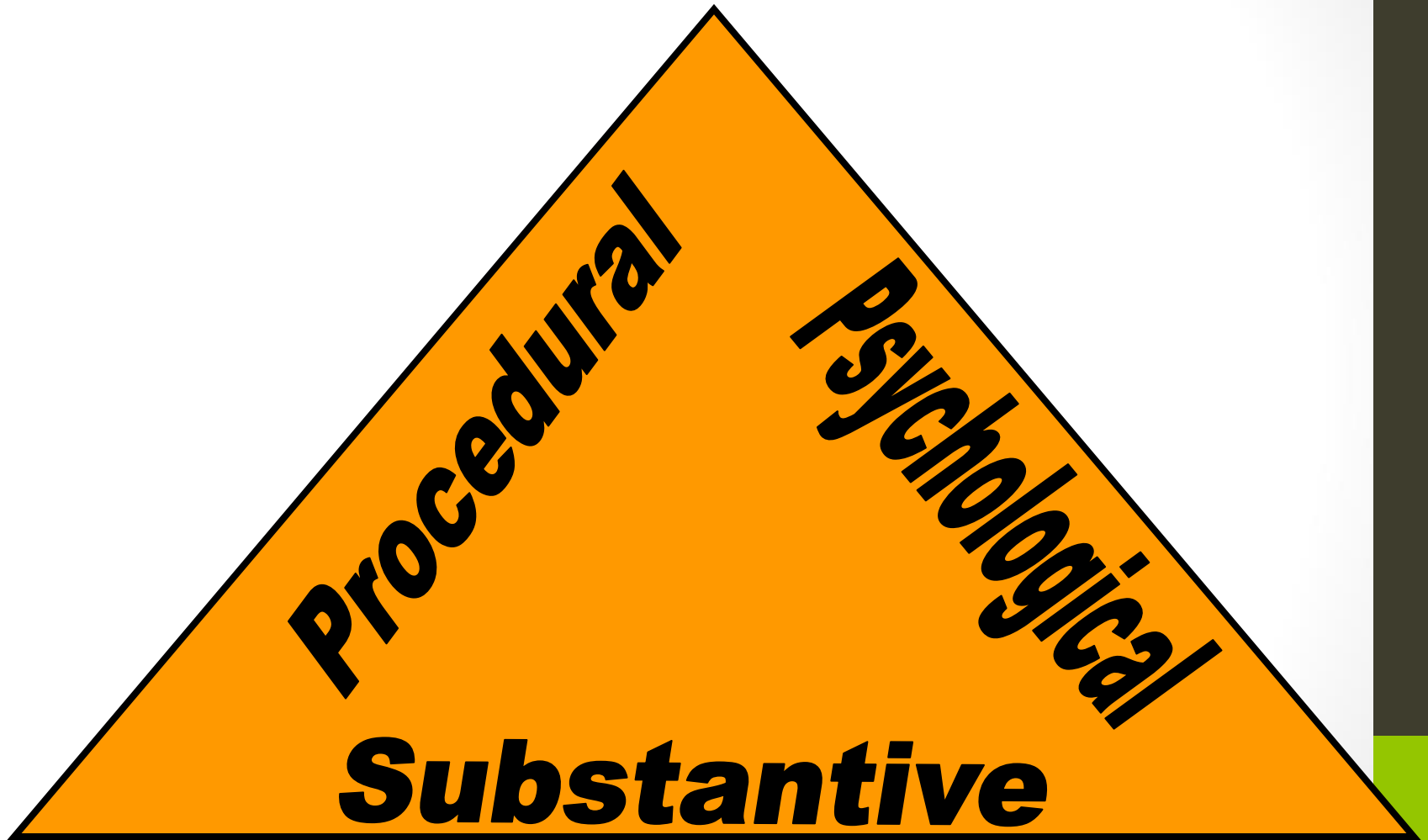
Our mission is to enhance the understanding and accessibility of collaborative problem solving and decision-making.

Goals

The Dispute Resolution Office will enhance the understanding and accessibility of collaborative problem solving and decision-making by:

- Providing professional mediation and facilitation services;
- Being actively involved in the development and promotion of collaborative dispute resolution within the Province;
- Providing technical expertise and assistance to public sector organizations;
- Providing training in communication, conflict resolution and mediation to public sector organizations;
- Supporting the development of restorative justice initiatives.

Satisfaction Triangle



Substantive Interests

- Quality of ... (eg. Resources, Education, Health Care)
- Quantity of ... (eg. Resources, Education, Health Care)
- Efficient/Effective

Procedural Interests

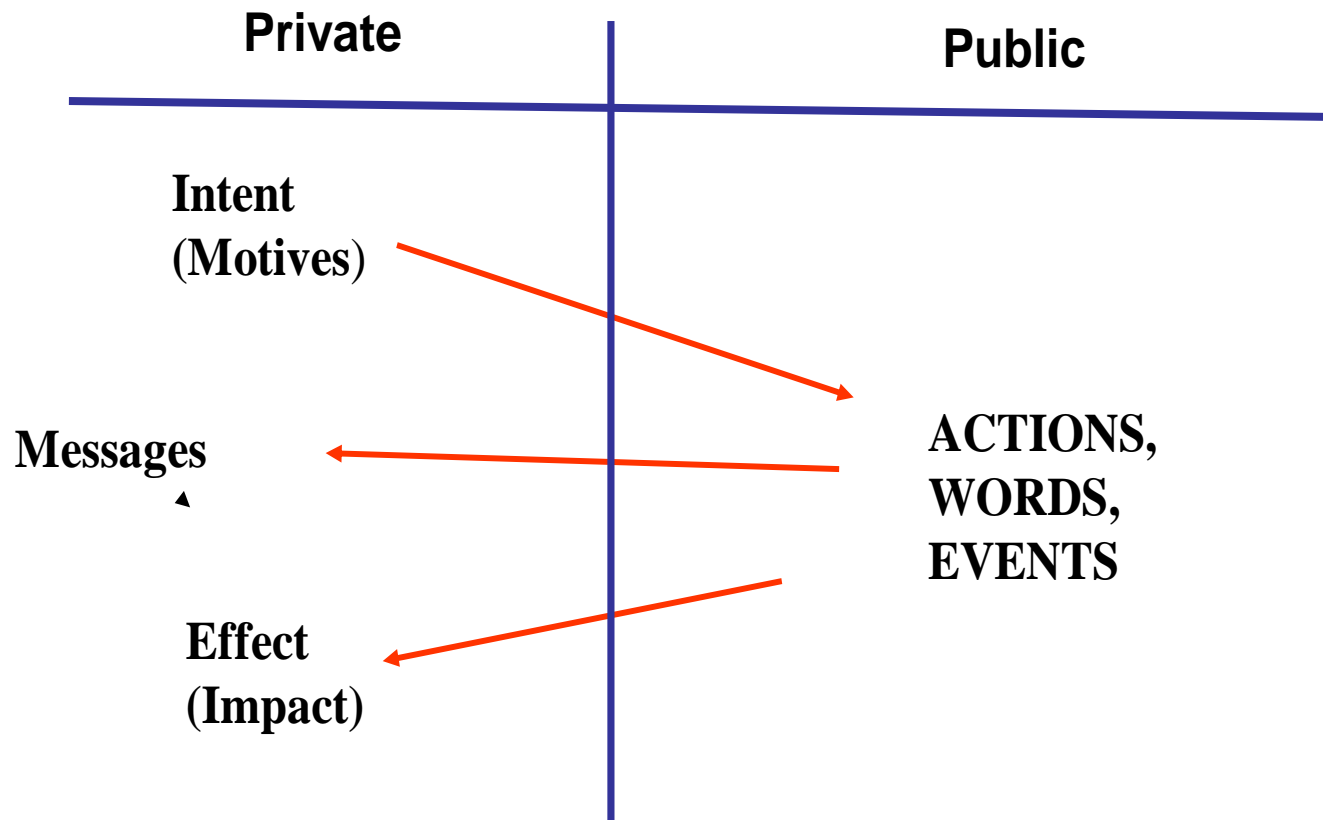
- Participation / Input
- Be heard
- Ownership of Outcome
- Informed Choices
- Legitimacy

Psychological Interests

- Dignity/Respect
- Valued/Recognition
- Identity (internal: how I see myself)
- Reputation (external: how others see me)

Process Steps

- 1. Identify Topic or Issue
- 2. Identify Interests or Needs
- 3. Problem Solve/ Options to Resolve
- 4. Implementation Plan



**Filter based on
Beliefs, values, relationships,
Frame of Mind**

There are “messages” received from words/actions that may not be intended based on our “filter”.

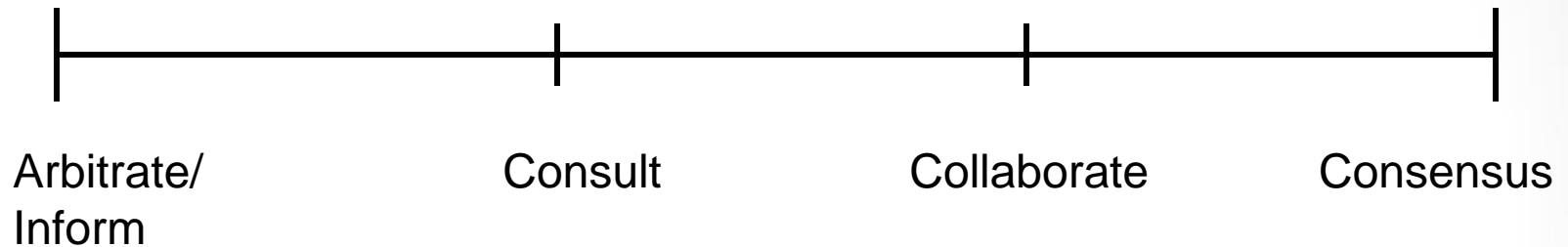
The message may be about Psychological/Identity needs.

Process Choices

The process choices or approaches to make decisions fall into the following 3 categories.

- (1) Decide without Consultation
- (2) Consult with others, but ultimately retain authority to make the decision
- (3) Consensus – everyone agrees with the outcome.

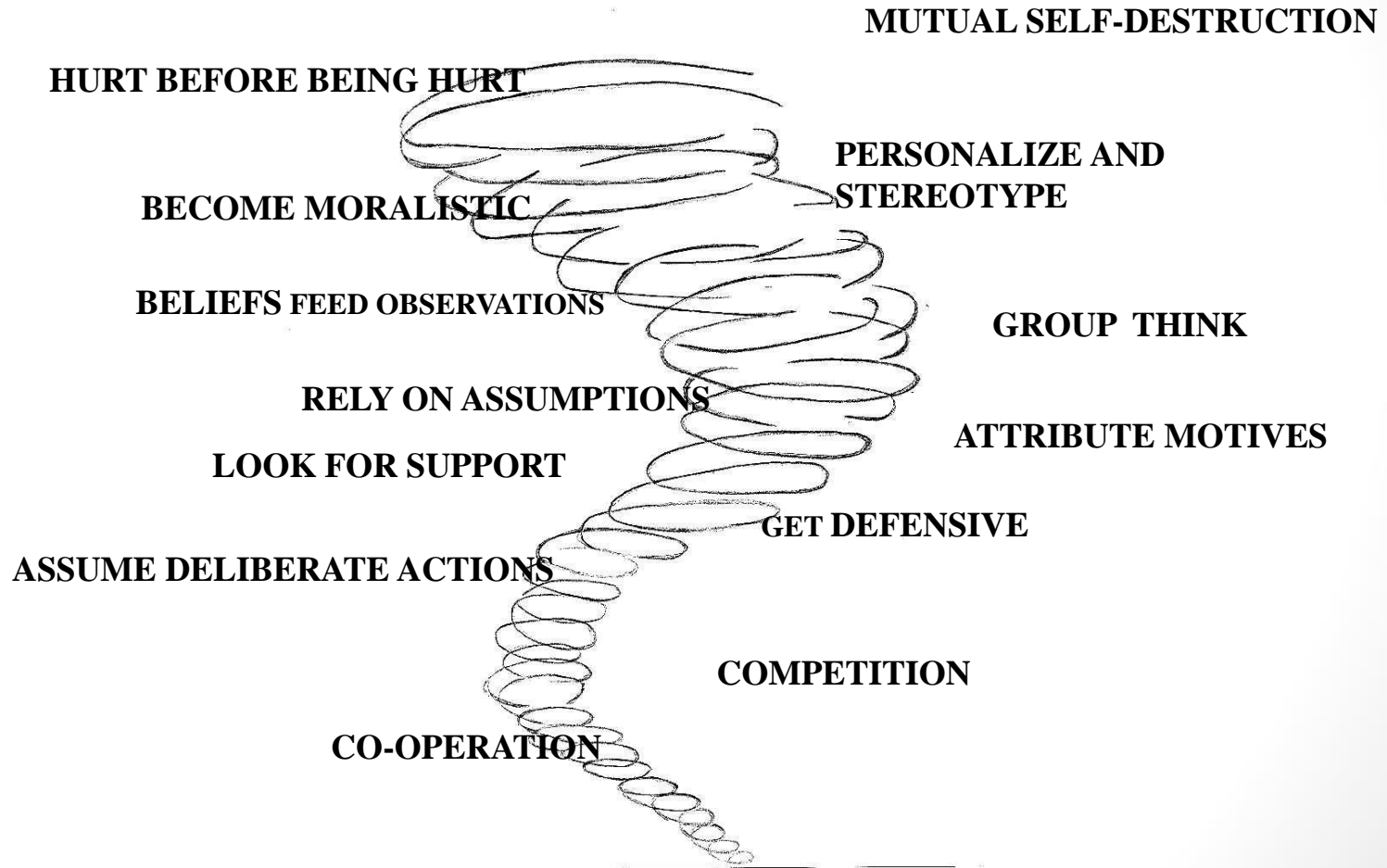
Collaborative Continuum



Factors

- (1) Time
- (2) Importance of Issue
- (3) Size and Complexity of Issue
- (4) Level of Knowledge of Participants
- (5) Impact of Issue
- (6) Need for Ongoing Relationship

Conflict Escalation



Reciprocity

- Social obligation to give back to you the form of behaviour you first give to me.

Repay in kind

- Also true in the negative
 - Respect
 - Power

Interest Based Questions

Understand “why” without asking why

“What’s important to you”

“What would that accomplish”

“What is the impact”

Validation

- What can you agree with?
- Interests
- Impact

Sounding Board

Validation & Challenge

- ◆ Acknowledge the Impact
- ◆ Opportunity to look at alternative points of view
- ◆ Challenge to take positive first steps to resolve

Raising Issues

- 1. State the situation from your perspective. What has been your experience.**
- 2. What has been the significance or impact of this situation to you personally (use “I” language / centered speaking).**
- 3. Get a commitment to work to create a change that is acceptable for both of you.**