Resolving Conflicts in the Library

Southeast Kansas Library System After-Lunch Course
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Today’s Presenters

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Conflict 101
Why Conflict Happens
SHANNON-WEAVER’S MODEL OF COMMUNICATION
Know Yourself
Know Yourself

● What is your comfort level with raised voices? Conflict?

● What is your conflict style?

● What do you do when you feel escalated?
De-escalation Techniques
De-escalation Goal
Active Listening

- Eye contact
- Tone and body language
- Allow for venting
- Paraphrasing: “What I hear you saying is…”
- Reframing: “If I understand you correctly…”
De-escalation Techniques

- Listening - without fight or flight response
- Stay calm
- Be aware of your/their non verbal cues
- Validate and empathize
- Explain where you/the library are coming from
- The customer may not be right
- Be clear of the steps you may have to take if they are belligerent or threatening
- Don’t forget to take care of yourself