# Process Team Checklist

**OK, so your group has decided to have some kind of process team to support conflict resolution. Great! Now you'll need to get clear on what is expected of this team, and what their parameters are. Here are some questions that have come up for teams operating in this capacity elsewhere:**

*1. What tools and resources does the team have available to get the job done?* For example, do you have a budget to cover books, bringing in trainers, sending members to trainings elsewhere, or other needs? Can you arrange to bring in an outside mediator or facilitator if it seems needed?

*2. What level of confidentiality is expected?* I've seen groups make choices everywhere on the spectrum, from complete confidentiality where members of the team did not even tell their spouse about situations the team was dealing with, all the way to everything being completely out in the open. If you don't have a conversation to get clear on what the expectations are, it's easy to have misunderstandings resulting in loss of trust.

*3. How will this particular team report back to the larger group on your activities?* An open flow of information from a committee back to the larger group helps build trust from the community. But this can be sensitive if you have chosen to deal with situations in a confidential manner. If you can't talk about what you're up to, how is the community supposed to monitor your performance or get in touch with the value of what you are bringing? The CPR team ("conflict prevention and resolution") at FrogSong Cohousing (Cotati, CA) solved this by reporting general statistics to the community, such as number of conflicts addressed, while avoiding outing particular cases.

*4. What happens if someone has a conflict with a member of the process team?*

*5. What is the menu of options for group members facing conflict?*

*6. Does your group have any agreements regarding conflict resolution, or availability for feedback?*

**Here are some potential things that the process team might or might not do, depending on the desires of the group and the people who join the team:**

- ❑ Serve as a kind ear to offer support to someone in a conflict who wants help finding a clear path
- ❑ Maintain a list of who in the group is willing to serve as mediator
- ❑ Maintain a list of potential mediation/facilitation resources from outside the group
- ❑ Be available to mediate specific conflicts between members upon request
- ❑ Make arrangements for outside mediators/facilitators to come in
- ❑ Intervene proactively in conflicts between members (this item is obviously a sensitive area and the team needs group support if they are going to do it)
- ❑ Convene salons for members to discuss controversial issues
- ❑ Put issues that are causing conflict in the group onto the meeting agenda
- ❑ Shepherd agreements on communication or conflict resolution through the meeting process
- ❑ Lead members in sharing information with the larger group on "How i prefer to receive critical feedback" and "The best ways to appreciate me/offer positive feedback are . . . ." (Some groups do this by maintaining a notebook with each member having a page offering this information.)
- ❑ Orient visitors and/or new members to the group's expectations/culture regarding communication, feedback, and conflict resolution
- ❑ Put a resource together that members can refer to when facing a conflict; e.g. a booklet or wiki page listing ideas or options, books to refer to, etc.
- ❑ Arrange for community trainings in communication and conflict resolution skills
- ❑ Conduct trainings in these skills
- ❑ Buy books for community library
- ❑ Other—hey, what ideas does your team have?

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