



## **Roommate Conflict Resolution**

Housing & Residence Life provides conflict resolution services to students in order to aid them in effective conflict resolution processes and develop students' abilities to handle conflict effectively. Conflict resolution services provide students with an avenue to address and resolve interpersonal conflicts between members of a student organization, roommates, suitemates, neighbors or friends. Roommates and/or suitemates should complete and sign a written agreement at the beginning of each semester that informally governs generally accepted behaviors in their place of residence. Roommate and Suitemate Agreement forms are available from the Housing and Residence Life Office in the Findlay Student Center Room 108.

### **Conflict Resolution Process**

#### **Engage in Discussion**

If a disagreement between students occurs, students are encouraged to set up a time when all individuals involved can be present to discuss the issue causing the disagreement. The following are best practices for holding a discussion:

- Meet in a neutral location
- Meet at a time in which students are neither hungry nor tired
- Define the issues to be discussed prior to the meeting
- Address specific behaviors; do not generalize
- Discuss only the issues defined beforehand.
- Use "I" statements; take responsibility for feelings and don't place blame
- Do not judge or devalue the needs of other individuals
- Practice active listening
- Ask clarifying questions
- Only one person should speak at a time

#### **Request Mediation**

Students can utilize conflict resolution services by contacting the Residence Life Office by phone at (417) 873-7429 or [rlife@drury.edu](mailto:rlife@drury.edu) or by visiting the Residence Life Office in the Findlay Student Center, Room 108. During mediation, a professional staff member will serve as a Mediator to help disputants improve their relationships, clarify their plans and resolve the dispute. Mediators do not impose a binding solution. The Mediator will facilitate the meeting's structure and progress to help the disputants' solution will detail the specific responsibilities of all disputants in writing. The plan for closing the loop of the conflict resolution process may include but is not limited to the following components:

- Provide a framework for carrying out the resolution
- Define how to ensure that all parties are following through
- Provide alternative ways of handling the dispute if it should continue
- Provide follow-up resources

Provide a timeline for review with the Mediator to ensure the success of resolution.