

### **What does the Conflict Resolution Team Do?**

We aim to serve the community in various ways, e.g. by teaching classes on communications skills, consulting with members experiencing conflict, and facilitating conversations aimed at resolving disagreements. We have already offered a morning workshop and met with several members of the congregation.

This is the first of what we hope will be monthly articles in the Bulletin. We aren't quite ready to declare ourselves the "Dear Abby" of UUCPA, but we do welcome your questions. We may not be able to answer them in this forum, but we promise to respond. You can reach the team by email ([conflict@uucpa.org](mailto:conflict@uucpa.org)) or by talking to any of the members.

As a closing thought, I'll quote my mentor Dan Wile. Dan likes to say that, in an emotional argument, each person may be feeling "too hurt to hear, and too misunderstood to understand." I think most of us have been in arguments where we hardly listen to the other person because we are so busy planning our rebuttal. It can be amazing what happens if we stop planning and really listen. Once the other person believes that we have truly heard them, they may suddenly become ready to hear us. Give it a try!

— Susan Okicki