



NEIGHBORHOOD WATCH NEWS

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West Valley Senior Lead Office (818) 374-7630

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Sergeant Randy Hoffmaster - Sergeant Chris Rowland

“Making Peace – Tips on Managing Conflict”

Irritated? Frustrated? Angry? Ready to explode? You're not alone. Whether it's an argument with a friend, aggravation because a driver cuts in front of you or a disagreement about the best way to do a job - conflict is part of everyday life. Conflict produces stress, hurts friendships, and can cause injury and death. We can't always avoid conflict but we can learn to manage it without violence. That way, we use conflict to improve our lives and to learn from past mistakes.

Do it yourself. . .

What skills do you need to manage personal conflict? Understanding your own feelings about conflict. This means recognizing your "triggers," words or actions that immediately provoke an emotional response, like anger. It could be facial expression, a tone of voice, a pointing finger or a certain phrase. Once you know your "triggers," you can better control your emotions.

Active listening. Go beyond hearing just words; try to understand what the other person is saying. Listen carefully, instead of thinking about what you're going to say next. Active listening requires concentration and body language that says you are paying attention.

Generating options for resolving a conflict. Many people can think of only two ways to manage conflict - fighting or avoiding the problem. Get the facts straight, brainstorm all ideas that might help resolve the argument, and discuss the pros, cons, and consequences. Moving away from confrontation and toward agreement. Look at your response to conflict. If your style isn't working - you're left with raging emotions that lead to more problems - try to change.

State your needs and define the problem. Talk about the issues without insulting or blaming the other person. Don't state your position; that's simply your solution to the problem. Take a hard look at what is said (position) with what is really meant (needs).

Together, discuss various ways of meeting needs or solving the problem. Be flexible and open-minded. Decide who will be responsible for a specific action after reaching agreement on a plan.

Tips for Making Peace

- Choose a convenient time
- Plan ahead
- Talk directly
- Don't blame or name-call
- Give information
- Listen
- Show that you are listening
- Talk it through
- Work on a solution
- Follow through

If you can't work it out ... get help, try mediation. Courts, schools, and businesses are turning more and more to mediation to help

resolve disputes. Mediators do not make decisions for people - they help people make their own decisions.

In mediation sessions, a neutral third person (or persons) helps the parties in conflict resolve their problem. Mediators should be detached and unbiased. They may be professionals or volunteers who have undergone intensive training. Mediators do not dictate a settlement; they encourage dialog, provide guidance, and help the parties define areas of agreement and disagreement. A mediation session is confidential.

Try arbitration. In arbitration, a neutral party acts as a judge. Disputing parties agree on an arbitrator who then hears evidence from all sides, asks questions, and hands down a decision. Usually, the arbitrator's decision is final. Some arbitration programs use a panel of arbitrators who make decisions by majority vote.

Try an ombudsman. An ombudsman is hired by and works within an institution. The ombudsman's job is to investigate complaints from the public against the institution, make recommendations, and try to resolve problems. He or she has no enforcement power, but must use reason and persuasion to convince management that certain policies or practices should be changed. Newspapers, television and radio stations, government agencies, health care systems, and educational systems often use ombudsmen.

ENCINO:

Senior Lead Officer Robert Trulik
32325@lapd.lacity.org

Office (818) 374-7637
Cell (818) 731-2572

Contact Officer Trulik for information on the next Encino Neighborhood Watch Meeting.

- **Share negative emotions only in person or on the phone.** E-mails, answering machine messages, and notes are too impersonal for the delicate nature of negative words. What feels like a bomb on paper may feel like a feather when delivered in person.
- **Pepper your responses with the phrase, "I understand".** This phrase will support your goals when the tension is high and you need to find common ground to form compromises or agreements with the other party.
- **Take notice when you feel threatened by what someone is saying to you.** Resist the temptation to defend yourself or to "shut down" the other person's communication. It will take this kind of discipline to become an open, trusting communicator.

LAKE BALBOA:

Senior Lead Officer David Ham
25717@lapd.lacity.org

Office (818) 374-7634
Cell (818) 731-2551

Senior Lead Officer Saul Paredes
35275@lapd.lacity.org

Office (818) 374-7635
Cell (818) 731-2554

Contact Officer Ham or Officer Paredes for information on the next Lake Balboa Neighborhood Watch Meetings.

- **Practice making requests of others when you are angry.** It is often much more useful to make a request than to share your anger. For example, if your neighbor is driving you crazy by honking his horn late at night, it is better to make a request of them than to let your anger lash out in other ways.
- **Try repeating the exact words that someone is saying to you when they are in a lot of emotional pain or when you disagree with them completely.** This mirroring technique can keep both the speaker and the listener "entered" in a difficult conversation, especially when the attitude of the person doing the mirroring is to gain understanding of a different point of view.
- **Take responsibility for your feelings to avoid blaming others.** Notice when "blame shifting" begins to leak into your speech.

"I feel angry when you are twenty minutes late and you don't call me" is much better than, "You make me so mad by being late."

RESEDA:

Senior Lead Officer Royal Barber
33970@lapd.lacity.org

Office (818) 374-7629
Cell (818) 731-2580

Senior Lead Officer Isela Parra
34488@lapd.lacity.org

Office (818) 374-7631
Cell (818) 731-2574

Next Neighborhood Watch Meeting – February 9 and March 8 at 7:00 p.m.
Ann Kinzle Community Room located in the West Valley Community Police Station

- **Learn to listen to the two sides of the conflict that you are in as if you were the mediator or the counselor.** If you can listen and respond in this way you will bring peace and solutions to the conflict more quickly. For example, in response to an employee's raise request, you might say, "On the one hand I understand that you really need the raise, and on the other hand I represent the company, whose funds are very scarce at this time. Is there a way that I can work on your compensation package that does not involve cash?" Here, the mediator's point of view can look for the creative compromise that takes into account the limits and the needs of both parties.

- **Take a playful attitude towards developing the skill of emotional self-control in high conflict situations.** You could view maintaining self-control in a tense, angry conversation as an athletic feat. You could also view developing this skill as similar to working out at the gym with weights - the more that you use your self-control muscle the bigger it will grow and the easier it will be to remain calm when tension is great.

TARZANA:

Senior Lead Officer Daryl Scoggins **Office (818) 374-7632**
35828@lapd.lacity.org **Cell (818) 731-2573**

Contact Officer Scoggins for information on the next Tarzana Neighborhood Watch Meeting.

- **Wait a few days to cool down emotionally when a situation makes you feel wild with intense feelings, such as rage.** As time passes, you will be able to be more objective about the issues and to sort out the truth about the situation more clearly.

- **Make a decision to speak with decorum whenever you are angry or frustrated.** If you give yourself permission to blow up, people will not feel safe around you. They will feel that you are not predictable and will carry "shields" when they are near you. The fear and walls of others will not support your goals for success in relationships or at work.



Information in this newsletter was provided by www.lapd.online and www.ask.com

LAPD – West Valley Cadet Program



WHAT'S IT ALL ABOUT?

The Los Angeles Police Department has developed a law enforcement Cadet program.

The program serves four main purposes:

- It provides insight to help you determine whether you would like to pursue a career in the world of law enforcement by involving you in real police activities with the nation's highest trained and most experienced officers.
- The Program offers you an opportunity to develop a positive relationship with the police in your community.
- The program will give you the proper framework to develop a sharp mind and physically fit body.
- The program will help you better understand our local form of government and your responsibilities as a citizen.

Requirements:

- Age 13 through 19.
- Maintain a "C" average in all school work through the twelfth grade.
- Have no criminal record, serious arrest, or convictions.
- Maintain good moral character.
- Present a written recommendation from a teacher, religious leader, or other responsible non-related adult.
- Pass a background investigation.
- Obtain a medical examination (to qualify for required insurance).
- Attend and graduate from the Cadet Academy.

*If you or someone you know has an interest in joining the LAPD West Valley Cadet Program
call (818) 374-7687.*

Completely free!!!

...Learning to Protect and Serve...