



Alliance Newsletter 12/5/18

Conflict is a certainty when running a restorative program for survivors of human trafficking. Not just between residents, but also between residents and staff, and even occasionally between staff members.

To ensure that you and your staff can face conflict in a way that is productive to the relationship and healing to the people involved, it's important to have staff training on tactics to use for facilitating conflict resolution.

Here are three resources you can use when training your staff to face this inevitable part of their work.

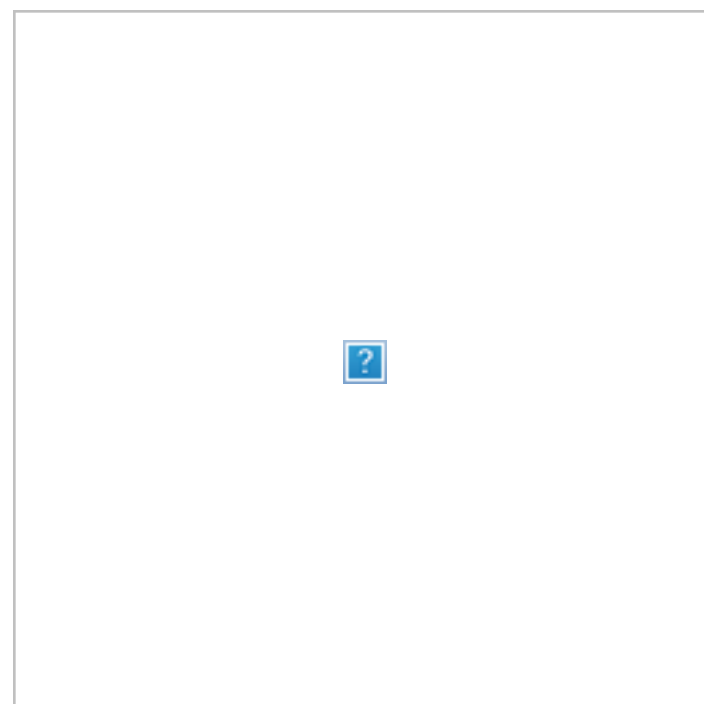
- **The Help Guide** has a page devoted to conflict resolution. There are sections on healthy and unhealthy responses to conflict, how stress interferes with conflict resolution, and assessing your level of emotional awareness
- **Here** is a PDF on managing and resolving conflict that discusses specific skills to use during conflict and includes recommended readings from academia
- **NC State University** has a simple overview with a look at the different outcomes, barriers and aids to conflict management, plus things to consider before confronting someone

If you have other resources on conflict resolution you would like to share with Alliance members, share them in the comments on this [resource page](#).

Meeting the Minimum Standards

Does your agency have a confidentiality agreement for all staff and volunteers?

If not, here's a [template](#) you can use to create one for your agency. Let us know in the comments section of the resource page if there are other templates you would find helpful in meeting the minimum standards.



Have you signed up for the 2019 Sheltered Conference yet?

Exciting session topics include:

Codependency and Restoration
Self-care for Caregivers
House Management Dynamics
Trauma-Informed Primary Care Clinic

And as a member, you receive a 25% discount on registration! Right now we are still offering our early bird pricing, so make sure and register **before December 18**.

[Register for Sheltered 2019](#)

Don't forget to join the News, Events, and Opportunities Board!

When the Alliance finds relevant webinars or news, we will post the information [here](#). Plus, the Institute of Shelter Care will be posting a list of interns who are available to support your work.