

May 15, 2020

MEMORANDUM

TO: CHIEF JOHN SMITH
Chief of Police

FROM: SERGEANT DIANA TRUEBA VEGA
Internal Affairs Bureau

SUBJECT: CONFLICT RESOLUTION STRATEGIES

We must utilize situations such as Officer Involved Shootings as opportunities to come together with our community, instead of allowing them to divide us. The upcoming town hall meeting will be an opportunity to join with the parents of John Doe, as well as other community organizations, to discuss different opinions, with a common goal in mind. The below plan will assist in building a lasting relationship that will allow our communities to start the healing process as we traverse through this challenging time.

Understanding that I must hear what John Doe's parents have to say, I will let go of my ideas, role, and agenda so I can genuinely keep an open mind and try to understand what they are trying to say and convey to the department and me. Being open minded will allow me to honor their thoughts, feelings, and ideas. I will start the meeting, acknowledging the significant loss John's parents have endured. Our department is committed to working with the community to prevent further loss of life.

John's parents will then speak about what they have experienced in this situation. If his parents bring up a view or idea that is different from mine, I will be attentive to their words, and look for a deeper meaning in their words. Genuinely understanding the message John parents are trying to convey will be inherently critical not only to the success of the town hall meeting but to the success of rebuilding the cohesion that has been lost since the OIS. I will also ensure I respond respectfully and non-defensively once I have reflected on the message John's parents are trying to convey. Their concerns will take priority over my differing opinion.

Ensuring we collectively identify and state our interests instead of our positions will facilitate to find common ground, instead of creating a further division amongst us.

We all want to ensure future lives are not lost, and that is one of the biggest interests that have the potential of bringing us together. John's parents need to hear from me that we have the same interests in mind. Failing to state my interests has the potential of leaving me in an ambiguous no-win situation like the one in Chapter 5 of the book "*Resolving Conflicts at Work*," which left two co-workers fighting over the same cubicle because they did not state their interests, and instead focused on their positions. Their situation forced their company to spend thousands of dollars on a solution.

In closing, I will invite collaboration from John's parents, not only during the town hall meeting but moving forward from this day on. It will be important for them, for our community, and for our department, we make them active participants in creating a better future for our community.

References:

Cloke, Kenneth, and Joy Goldsmith, *Resolving Conflicts at Work: Ten Strategies for Everyone on the Job*, John Wiley, 2011

Spring 2020, LEPSL 580, Podcast 1.1, Retrieved from https://learn-us-east-1-prod-fleet01-xythos.s3.amazonaws.com/5c2103143e6a3/1907756?response-cache-control=private%2C%20max-age%3D21600&response-content-disposition=inline%3B%20filename%2A%3DUTF-8%27%27M1_Podcast_1.1.mp3&response-content-type=audio%2Fmpeg&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Date=20200515T180000Z&X-Amz-SignedHeaders=host&X-Amz-Expires=21600&X-Amz-Credential=AKIAZH6WM4PLTYPZRQMY%2F20200515%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Signature=63c8984a6d46d6d958d61b628251e87f4d2e32cce5b5ad4a2126691791f27356