



Effective Conflict Resolution and Communication Strategies

Presented by AACRC
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Introduction

1

Welcome and
introductions

2

Overview of the
session's
objectives

3

Importance of
conflict resolution
and effective
communication in
community living

Overview of The Maryland Condominium Act.

Legal framework that governs the creation, management, and operation of condominium associations within the state of Maryland

Protect the rights of condominium owners

Ensure proper management of condominium communities

Key Provisions Related to Condominium Governance and Dispute Resolution

Governance
Structure

Bylaws and Rules

Dispute Resolution

Common Sources of Conflict in Association Communities



FINANCIAL
DISPUTES (E.G.,
FEES,
ASSESSMENTS)



RULE
ENFORCEMENT
AND COMPLIANCE
ISSUES



COMMON
PROPERTY AND
PERSONAL SPACE
ISSUES



ONLINE AND
SOCIAL MEDIA
FORUMS

Navigating Conflict Within Communities

Tips and Tools for Resolution



What is Conflict?



Conflict occurs when there is a perception that one or more of our values, needs or aspects of our identity are being challenged, threatened or undermined by another entity.



Conflict is inevitable



Associated with negativity. Could also be positive

Conflict Resolution Strategies



Step-by-step conflict resolution process



Seek Third Party Assistance (mediation or arbitration)

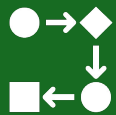


When and how to seek legal advice

Benefits of Conflict Resolution

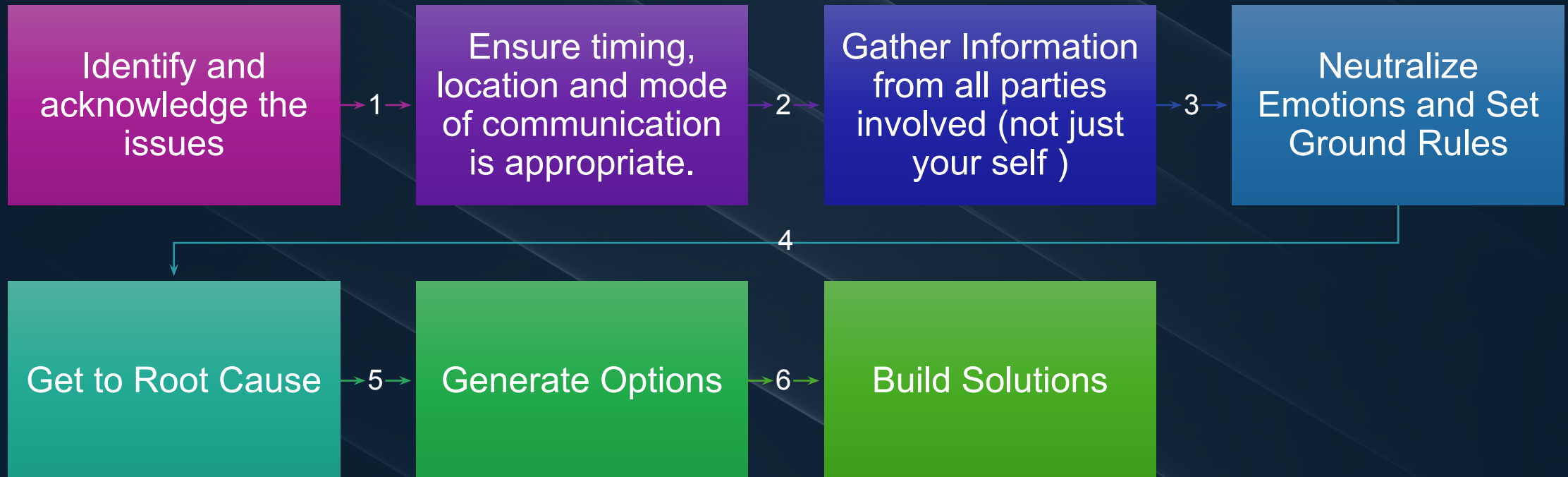


Conflict is inevitable, it's how its managed that determines the impact



Can be create opportunities for change, growth, innovation and transformation

Step by Step Conflict Resolution



Seeking Third Party Assistance

- Parties are not able to come to common ground
- Communication Breakdown
- Emotions are too high
- Efforts for resolution are met with resistance
- Issue is ongoing



Mediation

- Call Anne Arundel Conflict Resolution Center (AACRC)
- Mediation is Voluntary, Confidential, Non-Judgmental
- Parties control outcome
- At AACRC no cost
- Professionally trained neutrals
- Conflict resolution experts
- Nothing to lose

Arbitration

- More formal
- Parties present evidence and documents for review and consideration
- Parties provide testimony for their interest
- Arbitrator review facts of cases
- Parties have no control of outcome
- Arbitrator decides how to resolve the dispute
- Binding

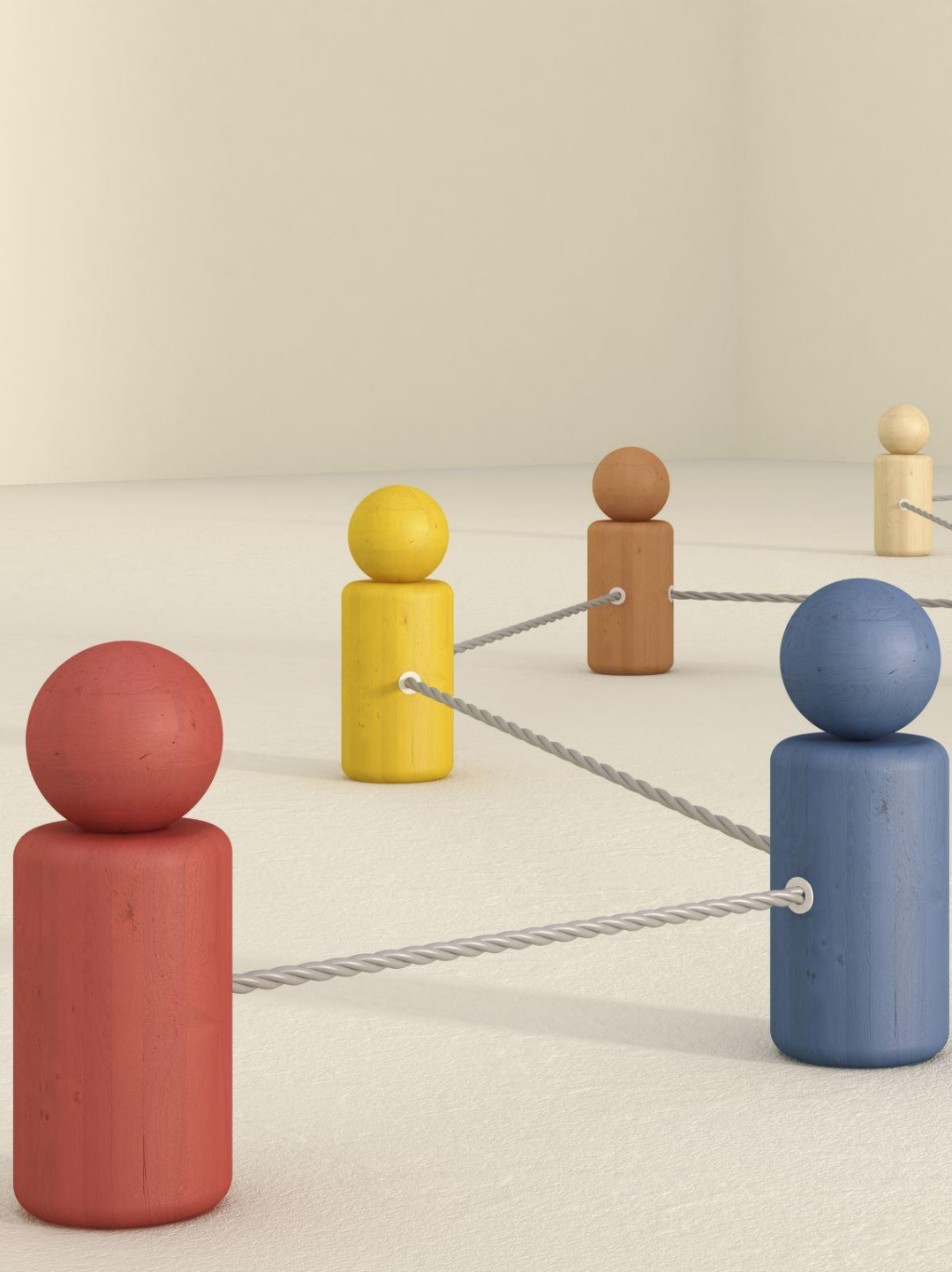
ARBITRATION
HEARING

COURT OF _____ COUNTY _____
Number _____

QUALIFIED

KNOW, THIS _____
appears to the court as follows.
The parties hereto seek this order in conjunction with a final
action pending in this Court at the above number.

) hereinafter referred to as "Participant"
participate in the



Facilitated Community Conversations/Meetings

- Neutrality
- Improved Communication
- Efficiency
- Reduce Stress for Community Members and Board Members
- Builds Trust and Cohesion
- Professionally, guided problem solving



When to Seek Legal Advice?

- Review of Governing Documents
- Dispute Escalation
- Legal Compliance and Changes
- Discrimination Claims
- Liens and Foreclosures
- Significant Financial Decisions

How to Seek Legal Advice

1

Find a
specialized
lawyer

2

Prepare
Documentation

3

Initial
Consultation

4

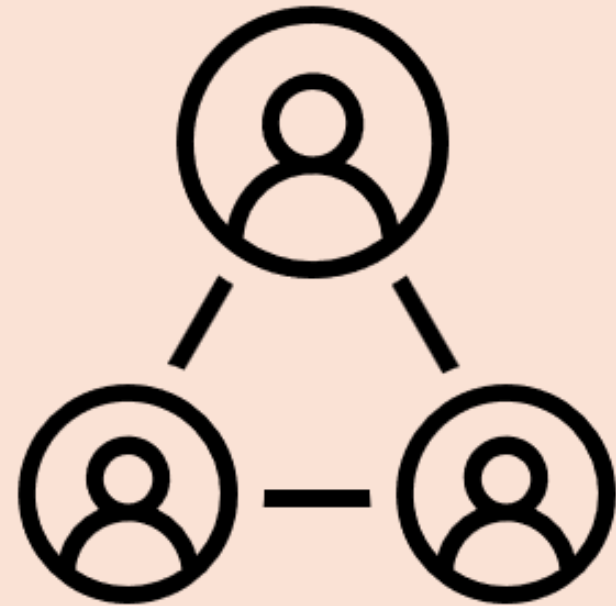
Discuss Fees
and Cost

5

Follow Legal
Advice

Tips and Tools

For Ongoing Conflict
Management



Tools and Resources for Ongoing Management

- Communication tools (e.g., newsletters, community boards, digital platforms)
- Training and resources for board members and residents
- Develop and Enforce Clear Rules
- Establish Conflict Resolution Mechanisms

Community Conflict: Service Evaluation Survey



Q&A

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