

SMARTSETTLE CENTRE

for **Family Resolutions**

For Families Seeking Solutions to Serious Challenges



*Solution focused
Conflict Resolution*

What makes this method effective?

- Focuses on solutions and is goal-oriented, rather than problem-focused
- Orients parties to the future
- Emphasizes what is possible and changeable
- Acknowledges distress, but focuses on success
- Uses effective combination of in-person and online meetings
- Enables consideration of many possible alternatives
- Moves people quickly to an outcome with a collaborative process
- Maximizes satisfaction by accounting for everyone's interests
- Delivers a signed, written agreement or covenant that everyone has accepted



*To make an appointment call 1-877-479-3736
or visit our contact page at
www.smartsettlefamily.com*

Solution Focused Conflict Resolution is a face to face and computer enhanced negotiation adaptation of the Solution Focused theories of Steve de Shazer and Insoo Kim Berg. The work of Shazer and Kim Berg was influenced by the theories and practice of Milton Erickson.

6 Steps to Success

What Happens on the way to Your Solution?

Family and Marital Disputes

Step One: Receive Orientation

You will first be introduced to your facilitator and receive an orientation to the solution-focused Smartsettle process. Your initial meeting may be private or with all the parties present as appropriate. The goal is to build a working relationship between the facilitator and each of the parties in conflict, to explain the process and to plan subsequent meeting times and locations.

Step Two: Define the Problem

The facilitator will work with family members to gather information and define areas where disagreement exists. Areas of disagreement are identified as issues to be negotiated and an Agreement Framework is built around them.

Step Three: Model the Conflict

Once the draft Agreement Framework containing the identified issues has been prepared you will work privately with your facilitator to model the problem with the Smartsettle negotiation system. Your preferences will be represented in a way that enables you to easily create and compare packages that represent possible solutions.

Step Four: Generate Potential Solutions

Your facilitator will work with you and the negotiation system to produce several potential solutions. In private, you will compare the various solutions and fine-tune your preference representation to make sure that Smartsettle understands you as well as possible. Face-to-face sessions will be held if necessary to improve understanding between the parties.

Step Five: Choose the Best Solution

The Solution Focused Smartsettle process is designed to help parties arrive at the best possible outcome. The parties privately indicate which solutions they would agree to among all the solutions generated. The system then signals when an agreement has been reached by both parties. A unique feature of the Smartsettle process is an "Improvement Option" in which the parties can ask the system to search for remaining hidden value. If an improvement is found and all parties agree that it is indeed better then it will become the new final agreement.

Step Six: Signing Ceremony

During the last step family members will formally acknowledge they have moved from conflict to a solution by signing the agreement or covenant they have negotiated. One or more significant people will witness the importance of the document with their signature. The family members may inform the facilitator of other elements they want included in the signing ceremony.

Each negotiation is led by a Certified Smartsettle Facilitator, who may also be a Family Dispute Resolution Professional, a mediator, a social worker, counselor, clergy or other qualified professional, as is appropriate to the case.

