

Part C

Dispute Resolution Calls

Listen to understand.
Explore dispute resolution options.



Understand the concern.

- ❖ **Ask questions to clarify and explore concern.***
Determine scope of concern by exploring history, who's involved, and the nature of the concern.
- ❖ **Listen to understand.***
 - Pay attention.
 - Reflect back the content, emotions and meaning of the speaker's message.
 - Encourage the speaker to clarify as needed.
 - Help the speaker identify [interests](#) and desired outcomes.

** These practices should continue throughout the entire call.*



Explore early resolution.

- ❖ **Identify timeframe of the concern and previous steps to resolve it.**
- ❖ **Introduce early resolution options and local resources, such as the OSEP-funded parent center in your state, as appropriate.**



Share information on options.

- ❖ **When appropriate, use resources, such as the [CADRE EI Dispute Resolution Comparison Chart and Family Guides](#), to walk through the various dispute resolution options in your state.**
- ❖ **Determine willingness to work together to resolve the concern.**

Caller makes informed decision.

Dispute Resolution Calls

Examples of Questions and Responses

Understand the concern.

❖ Ask questions.

"What brought you to contact us today?"

"How long has this been a concern or unresolved conflict?"

"How has this situation affected your toddler?"

"What do you think will happen if this isn't resolved?"

❖ Listen to understand.

"You seem concerned with your toddler's lack of progress with some motor skills. Is that correct?"

The caller's response may uncover interests: "No, it's not just motor skills. She's not saying anything yet either. I think the providers need to be working with her more. I can only do so much. I have other children to take care of and am not a trained therapist."

Explore resolution options.

❖ Identify previous steps to resolve the concern.

"How have you tried to address the concern?"

"It sounds like you've tried to resolve this issue with your toddler's provider, but feel like nothing has changed. Is this correct?"

"Have you talked to your lead agency?" The caller may then say, "No, I don't know who to talk to." Or the caller may say, "Yes, but it didn't go very well. We couldn't agree about any changes to her services. We need some help."

❖ Explore available resolution options, as appropriate.

"Are you familiar with the dispute resolution options available in our state?"

"Would it be helpful to have a neutral person help you resolve the issue?"

"Would you like more information about written state complaints?"

❖ Determine willingness to problem solve with others.

"Would you consider meeting with the lead agency to work together to resolve your concerns?"