



Dispute Resolution Capacity Building Initiative

Status Update

Ministry of Community, Sport and Cultural Development
RD Chair and CAO Forum, March 2013



Ministry Dispute Resolution Program

Current services:

- Advice, guidance and best practices on *interest-based* conflict resolution.
- Facilitation/mediation assistance.
- Advice on dispute resolution legislative provisions (RD service review and withdrawal, RGS, *Community Charter*).



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DR Capacity Building Initiative

- Project began in March 2012.
- Purpose was to identify what more could be done to support LG capacity to resolve disputes; particularly related to service arrangements.
- Interviewed approximately 35 RD CAO's/EO's.



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DR Capacity Building Initiative

Key findings:

- Value in dispute resolution training for staff/EOs.
- Value in knowing where to access information on legislative DR processes, as needed.
- Interest in learning what other RDs are doing to *prevent* and resolve conflict.



DR Capacity Building Initiative

TRAINING	<ul style="list-style-type: none">• Supplement existing training• Present at conferences/meetings• Develop new training/workshop
OTHER TOOLS	<ul style="list-style-type: none">• Expand TeamWorks coaching list• Update DR section of Ministry website



DR Capacity Building Initiative

Master's project to:

- Identify the skills, tools, processes that RD's use to prevent/resolve conflict & enhance collaboration.

Key elements:

- Focus groups with Chairs and CAOs.
- Individual interviews; flesh out success stories/BP's.
- Success stories/BP's to be shared through new workshops, presentations and ministry website.



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Questions?

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Ministry Dispute Resolution Website:

http://www.cscd.gov.bc.ca/lgd/intergov_relations/dispute_resolution/index.htm