

English

KOKOMA – Municipal Conflict Management

Recognize conflicts. Find solutions together.

Do you have a conflict and don't know what to do next?

Perhaps there is a dispute with neighbours. Perhaps you feel burdened by other people or groups. Perhaps there are tensions in public spaces, or a conflict that has existed for quite some time.

Then you can turn to KOKOMA.

We listen to you and look together with you at what the issue is and what might help. We work in a neutral, respectful, confidential and solution-oriented way.

You don't need to have a solution yet. The first step is simply to talk to us.

Our service is free of charge and open to everyone in Singen.

Conflicts are part of everyday life

Wherever people live together, different opinions, interests and needs arise. This can lead to conflicts.

A conflict is not necessarily a bad thing. It often shows that something needs to be clarified.

It becomes a problem when the dispute keeps growing, no one listens anymore, or those involved do nothing but blame each other. Then support can help.

How do I notice that a conflict is escalating?

Typical signs may include:

- Conversations keep going round in circles.
- The atmosphere becomes increasingly tense.
- People talk about each other more than with each other.
- There are more and more accusations and blame.
- Compromises no longer seem possible.
- More people are drawn into the dispute.

The earlier a conflict is addressed, the easier it often is to start talking to each other again.

Understanding the other point of view

In a dispute, each side experiences the situation differently. Changing perspective does not mean you have to agree with the other person. It is about understanding: What matters to the other side? What bothers or burdens them? What do they need?

Sometimes a conflict already changes simply because both sides feel they are being heard.

Talking without making the dispute worse

It helps to say as concretely as possible what is bothering you.

Instead of: "You never show any consideration!" you could say, for example: "When it is very loud at night, I can't sleep. I would like to find a solution with you."

This addresses the problem clearly without attacking the other person.

De-escalation does not mean giving in

De-escalation means deliberately preventing a dispute from escalating further. It can help to:

- speak calmly and clearly,
- listen,
- name concrete problems,
- not respond to insults and provocations,
- set clear boundaries,
- take a break,
- get support.

No one has to accept insults, threats or violence.

Together instead of against each other

It is not always necessary for one side to win and the other to lose. There are often solutions that take both sides into account.

This can mean, for example, agreeing on rules together, openly expressing needs, or finding a compromise. Different opinions may also continue to exist. What matters is treating each other with respect.

An example from everyday life

Young people regularly meet in a square. For them, the place is important for meeting friends. At the same time, residents feel disturbed by the noise. Both sides have understandable interests.

KOKOMA can help them start talking to each other: What do the young people need? What is burdening the residents? Which rules or solutions could work for both sides?

What can you try yourself?

Sometimes small steps already help: Address the conflict early. Don't wait until a lot of anger has built up. Be specific. Describe what happened and what is burdening you. Listen to the other side as well. Look for a solution instead of someone to blame.

And if you notice that you can't get any further on your own: get support.

KOKOMA supports you

We help to

- recognize conflicts at an early stage,
- understand different points of view,
- start talking to each other again,
- develop joint solutions.

Our team brings together different cultures, experiences and perspectives. We promote dialogue, mutual understanding and democratic solutions.

Get in touch. You don't have to solve your conflict alone. Together we will look at which path might suit your situation.