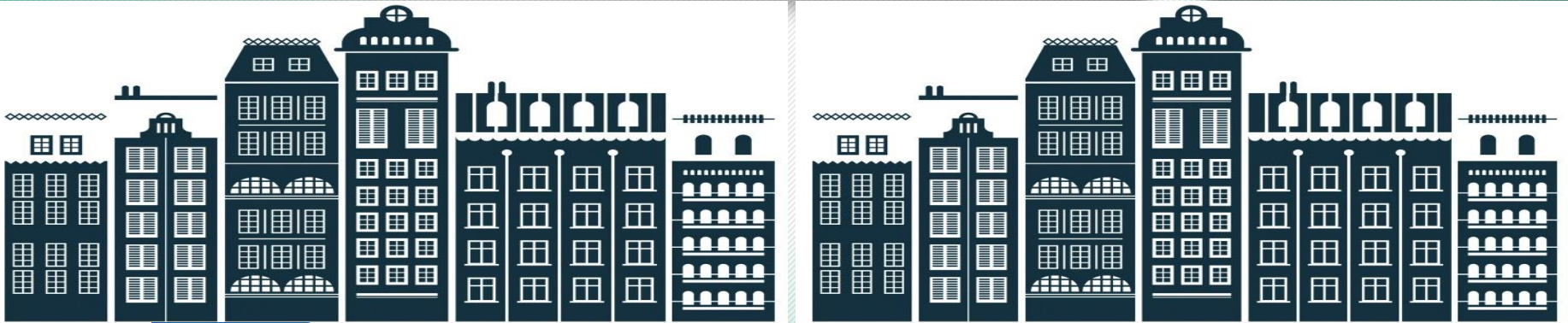


U.S. Department of Housing and Urban Development (HUD)
Office of Lead Hazard Control and Healthy Homes (OLHCHH)

FY2021 NEW GRANTEE ORIENTATION

Conflict Resolution and Dealing with Difficult Client

Denise M. Williams and Gail N. Ward
Government Technical Representative



VIRTUAL CONFERENCE, MAY 3RD -MAY 14TH, 2021

Session Objective (Why We're Here)



To build our capacity in understanding how to effectively address lead hazards safely



To educate the public concerning lead-based paint poisoning and other health hazards related to low-income housing



To protect and prevent as many low-income families and children (under the age of six) from lead poisoning as possible through remediation

How the Program Works “The Clients”



Addressing Program Challenges

Subgrantees

- Set program expectations and outcomes in the beginning with all subgrantees and partners

Contractors

- Provide ongoing program evaluation of contractors
- Know project work timelines and keep everyone accountable

Tenants

- Provide transparency regarding program goals and outcomes
- Be empathetic to resistance or pushback

Mistakes were made!

- If a mistake happens on a client project or something done wrong, follow these three steps:
- **Own The Mistake**
- **Communicate The Fix**
- **Explain The Plan**

Addressing Conflict



Don't React!

1. Use Conflict as a Natural Resource
2. Don't React
3. Deal with the Feelings



**I do Have an idea,
that will fix the
problem!**

4. Attach the Problem, Not the Person
5. Use Direct Communication



**Be proactive -
move to forward!**

6. Focus on Underlying issues
7. Be proactive - look at moving forward

- Proactive Applicant Management
- Clear Communication
- Being Prepared to Manage Conflicts
- Be ready to have tough conversations
- Always be the “Professional”

Positive Conflict Resolution Builds Trust!

Policy References

- PG 2019-01 Determining Subrecipient or Contractor Classification
- 2015-01 Clarification of Costs for LBPHC and LHRD Grant Programs
- 2013-05 Use of Lead Hazard Control funds in non-target housing and other prohibited activities
- 2013-01 Lead Inspection-Risk Assessment Reporting and Documentation