**Late night conflict... getting through it**

At the MRC, we’ve heard how some of your residents get extra rowdy at night...and we’re here to help. Here’s a list of how to deescalate a tense fight at night. Nighttime mediations are unique because you can only address pressing issues.

### Nighttime Phone Numbers:
- Campus Police: 973-655-5222
- EMS: 973-655-7932
- CD on call: ______________
- RA on call: ______________
- Your front desk: ______________

### Daytime Resources (for the next day):
- MRC: [mrc@montclair.edu](mailto:mrc@montclair.edu)
- Your CD/CDA
- CAPS (for counseling, drug, alcohol, and psychiatric concerns): 973-655-5211
- Anonymous tip line: 973-655-8477

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### DOs

**Deescalate the Situation**
- Keep voice calm—people often mimic others' communication styles
- Ask those who are not directly involved to leave
- Have brief one on ones with each person away from other involved

**Hear main issues from each side**
- Keep it matter of fact
- Assess immediate needs
- Ask each: Do you think you can stay in the room tonight?

**Focus on the Here and Now**
- Handle only the immediate presenting issue and save the rest for daytime
- Keep It Short and Sweet- nighttime is not ideal for conflict mediation
- Goal: De-escalate the conflict enough so that it can be discussed tomorrow

**Set A Specific Time to Talk in More Depth Another Day**
- Knowing that there is a set time to work on issues can help with closure
- Choose a time together so that both parties can work together

**Be Willing to Ask For Help**
- Assess your own state of mind (was it an abnormally stressful day? )
- Be honest with yourself as to if you can handle things on your own
- Identify your resources for help ahead of time

**Document, document, document!**
- Make sure that you take a few moments to document the conflict
- Document before you go to bed; it will be harder to remember later
- Remember to say what they said, what you did, and what are the next steps

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### DON'Ts

**Plan to Resolve Everything Tonight**
- Nighttime conflicts sometimes result in physical altercations
- Many big issues that arise late at night seem small after sleep
- Nighttime conflict is unique in that you are not seeking full resolutions
- Goal: de-escalate conflict enough so issues raised can be addressed the next

**Focus on the Small Details of a Large Issue**
- Instead: Determine what needs immediate attention and what can wait
- Identify what will help the residents make it through the night safely
- Goal: Identify the core issue of the conflict

**Try to Talk When Substances are Involved**
- Things can get ugly fast when someone is under the influence.
- Things usually will seem less intense by the morning
- Goal: If conflict arises while someone is intoxicated, call your CD

**Have a Marathon Session**
- Emotions are heightened at night.
- **Instead**: Create a 5-10 min separation if you sense emotions rising
- Sometimes the best break is sleep and waiting until morning if possible
- Goal: Take a break if needed.

**Blame Yourself if it does not go well**
- Even with great preparation and right responses, night conflicts can get ugly
- **Instead**: Know that sometimes things will not be easy
- Learn from the experience
- Goal: Don’t be too hard on yourself

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**Remember,**
*we’re here for YOU!*