



 POWERED BY GIRL SCOUTS

Service Unit Conflict Resolution

a GUIDE

The following is a guide book for anyone at the service unit leadership level to use for conflict resolution,

Types of Conflict Management

Collaborating

I win, You win

Teamwork and cooperation help everyone achieve their goals while maintaining relationships. This process will lead to creative solutions that will satisfy both parties' concerns. Use where there is a high level of trust, and people are willing to change their thinking and brainstorm new options.

Benefits: Builds commitments and maintains positive relationships.

Drawbacks: Can take time and energy. Can also take advantage of other people's openness.

Competing

I win, You Lose

Best used when goals are extremely important and one sometimes uses power to win. Also can be used when a strong personality is trying to steamroll and you don't want to be taken advantage of.

Benefits: Goal oriented and quick.

Drawbacks: Can breed hostility and escalate conflict.

Avoiding

No Winners, No Losers.

When there isn't a right time or place to address the issue, so you avoid conflict by withdraw or side-step. Best to use when you need a break to collect yourself and more information, or when there are more pressing issues and you do not have time to deal with this one, which might be minor.

Benefits: Does not escalate conflict and postpones difficulties.

Drawbacks: Unaddresses problem and postponing make matters worse.

Compromising

You Bend, I bend

Both ends are placed in the middle against the middle in an attempt to serve the common good while still maintaining the goal of their original position. Winning something while losing a little is ok especially to save time.

Benefits: Everyone is equal in power and can be useful when there is no simple answer.

Drawbacks: No one is satisfied which can lead to it not working and can spawn cynicism or derailment.

Harmonizing or Accommodating

I Lose, You Win

Working towards a common purpose is more important than other concerns. Appease others by down-playing conflict and thus protecting relationships. Use when you know you are wrong or cannot win.

Benefits: Minimize injury.

Drawbacks: Breeds resentment and influence can be lost.

Tips on Communication and Listening

Some Communication Strategies...

1. Praise or Validate. Provide Positive Feedback
2. Paraphrase, restating the situation to clarify the message
3. Frame by providing a concrete context to assist (like the Girl Scout Law)
4. Reframe by asking challenging questions to change the view point
5. Refocus by take a step back to define goals
6. Identify direction by inviting the participant to start their ideal outcome
7. Question.
8. Reflection time. Take a moment to gather thoughts.

Quick Talking Points When Resolving Conflict

- “Can you say more about that or elaborate?”
- “If you apart of the problem, lets try and be apart of the solution”
- Use I statements like “I feel frustrated when this happens”
- “We can work this out if..”
- “Let’s apply the Girl Scout Law to this”
- “What I’m hearing...” or “It sounds like you are saying”
- “What would you like to happened?”
- “Thank you for always being willing to share your rhoughts so honestly”
- “I see that your discouraged about this meeting, but lets keep talking”

Tips on Listening Authentically

- Listening and talking are mutually exclusive. Close your mouth
- Don’t predict the outcome or argue mentally with the speaker. Try and get into the speakers head.
- Watch your body language
- Ask questions you need clarification for
- Put on the speakers shoes
- Control your emotions or leave them behind
- Listen to what is not being said
- Listen to how something is said
- React to the ideas, not to the speaker
- Be Consistent

15 Solutions for Difficult Behaviors

1. Create physical space
2. Establish emotional boundaries
3. Invite Critical Feedback
4. Consider your response in terms of rights vs. needs vs. wants
5. Develop early on respectful responses to disrespectful behavior
6. Stick to the issues and behavior
7. Avoid a debate
8. Use signals of confidence
9. Maintain your focus on working itout
10. Keep congruency
11. Document the facts
12. Establish choices to give people a way out
13. Expect Respect
14. Try empathy
15. When in doubt, count to 10 and breathe