



CONFLICT RESOLUTION: Everyone's Doing It

Program Description

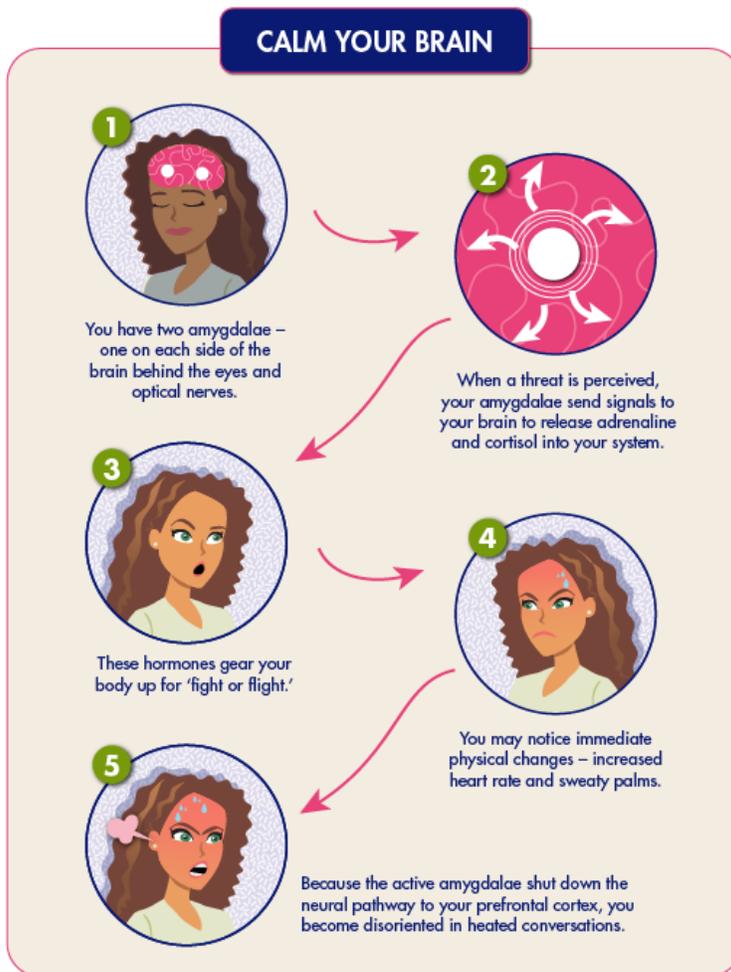
When working with a group of individuals, such as your executive council, you will undoubtedly experience conflict. It is possible to change your perceptions of conflict as an obstacle and instead regard it as the result of healthy dialogue. In embracing this mindset, conflict resolution becomes an everyday type of activity and the responsibility of every individual – chapter officer or advisor – to contribute to successful resolution. This session will help you feel confident with various avenues for resolution within your team.

Learning Objectives

- Describe the emotional and physiological responses to conflict.
- List strategies to manage yourself in conflict.
- Identify ways de-escalate conflict in groups.
- Create a plan for resolving conflict within your executive council.



How Does Conflict Affect You?



What is your natural response: flight, fight or freeze?

When have you experienced some of these responses?



How to Get to Resolution

Star (*): Anything you already do or excel at

Underline (_): Anything surprising or that you have a question about

Circle (O): Anything you could start doing or believe is a new or good idea

X (x): Anything that you should stop or that doesn't apply

Self-Management

- Take deep breaths.
- Focus on your body. Neutralize your posture, relax your shoulders and open your hands.
- Actively listen to the other person/people.
- Check yourself.

Questions for Reflection

What strategy above is hardest for you?

How will you make sure you are actively listening to the other person?

What can you do to check your assumptions?

Addressing and De-Escalating Conflict in Groups

- Acknowledge the conflict.
- Lower your voice.
- Empathize.
- Clarify positions.



Self-Reflection

Take some time to look at your leadership style under stress. Place a star (*) next to any of the items that you do or have done. Place an X next to the items you want to stop doing altogether. Pick two that you would be willing to share with your table.

How have your stress related behaviors affected those around you in the past?

How will your awareness of your stress behaviors change your actions the next time conflict arises within your executive council?

What commitment can you make to improve how you manage yourself, your emotions and your actions when conflict arises?



Create a Conflict Resolution Plan

The best way to create clear agreements with others is to include a mix of **what**, **when** and **how** in order to be as specific as possible. Clear agreements increase your chances of having an enjoyable experience together and also builds trust and credibility within your team.

Use the following prompts to develop your agreements.

- When (and where) will we address conflict?
- What behaviors or attitudes do we want more of when resolving conflict? Which do we want less of?
- How will we phrase our statements/positions?
- What will we do (as individuals) if we see conflict arising within our executive council or between members of our executive council? How will we confront disrespectful behavior?
- How long will we spend working on a resolution before asking someone else to mediate (i.e., chapter advisor, etc.)?
- How will we remember the tactics suggested in this program for managing conflict?
- How do we want to treat each other and be treated ourselves when tension is high?



Create a Conflict Resolution Plan (continued)

Use the space below and have every member of your team write down the agreements that will make up your conflict plan.

Examples of clear agreements:

- We will always keep our team conflicts confidential within the executive council (including our chapter advisor and/or MRC).
- We agree to remember that these are our sisters by always calling each other by our first names (not she or they).

Our Team Agreements:



Take It Home

- Type out your agreements and have them visible during executive council meetings.
- Share your agreement or create your own with other committees or departments.
- Practice stress management skills such as breathing and posture regularly.