What is Conflict Resolution?

- Conflict is a part of life and as a leader conflict can arise with yourself and your group or between group members.
- Conflict can be seen in a variety of forms and can arise from different values, goals, opinions, and beliefs, and a lack of communication. Conflict is problems and disagreements that can come from factors such as:
  - Politics
  - Funding Issues
  - Organizational structure
  - Cultural Differences
  - Tradition
  - Individual wants and needs
  - Personalities
  - Expectations, assumptions, and perceptions

So what?

- If someone approaches you with issues, be willing to listen and assist in any way that you can
- Try to identify the real issue and not the personalities that increase conflict
- Don’t become defensive if members bring up suggestions or complaints.
- Understand how to handle conflict in a positive light:
  - **Clarify Objectives:** Conflicts often develop due to individual interpretations of the meeting’s objectives. Communicate these in a manner that everyone can understand or reiterate to clear miscommunications.
  - **Strive for Understanding:** During an argument, people may be too busy formulating a rebuttal to listen to the opposition's points. Strive first to have an individual understand and then to be understood by the other individual(s).
  - **Focus on the Rational:** Emotions tend to rise in confrontations, but good decisions cannot be reached at such a time. Keep the focus on facts and supporting reasons.
  - **Generate Alternatives:** Consider how the needs of all involved can be integrated.
  - **Tabling the Issue:** By doing this, it allows time to consider all that has been presented.

Now What?

- Handling conflict in a positive light can be difficult and when it is not working out in a situation, the Mediation Process is the next step to solving an issue.