

## Short and Snappy – Conflict Resolution

### Objective

To provide insight and tips for avoiding and resolving conflict.

### Length

20 minutes

### Materials

### Needed

Open minds and engaged attitudes



### Information to Share (spend 10 minutes on this section)

As a Girl Scout Volunteer, the two areas of conflict you are likely to confront will be conflict with and between girls, and conflict with parents.

**Conflict with/between Girls** - Girls may experience conflict for a variety of reasons, which will be different at different ages. This could include:

- They want attention
- They are vying for status or position
- They are testing boundaries
- They might be uncomfortable
- They may be afraid of failure
- They don't like what the group is doing
- They are tired
- They are having issues outside of Girl Scouts (i.e. family, school, etc.)
- They have a disagreement about what the group should do/plan

**Conflict with Parents** - Common conflict with parents includes:

- They feel that they have been asked to do too much
- They feel their daughter is not having fun
- They worry that the activity is not safe/appropriate for their daughter
- They feel that different parents are treated differently
- They feel that they are doing/contributing more than the other parents
- There are unexpected costs
- They feel they have not been informed/communicated with

### Information to Share (continued)

Tips for avoiding conflict: The first key to conflict resolution is creating an environment that is not conducive to conflict.

| For Girls  | For Parents   |
|--|---|
| <ul style="list-style-type: none"><li>→Set clear expectations for behavior with a Troop Agreement and the Promise and Law.</li><li>→Create an atmosphere of sisterhood and respect by using tools like songs and games, kaper charts, and talking sticks.</li><li>→Encourage safe reflection, where girls can voice their feelings in a respectful way without fear of repercussion.</li><li>→Always give each girl the opportunity to share her side.</li></ul> | <ul style="list-style-type: none"><li>→Set expectations early (have a parent meeting at the beginning of the year).</li><li>→Practice proactive communication (consistent, open communication through a specified method).</li><li>→Formally and informally appreciate parent contributions (informal appreciation helps people to know they are appreciated; formal appreciation makes contributions transparent and avoids false assumptions).</li><li>→Assume good faith.</li><li>→Never speak for others.</li></ul> |

Tips for resolving conflict:

- Always calm your emotions before attempting to resolve the conflict. This can usually be done with a few deep breaths.
- Allow both parties to state their problem without interruption. Encourage “I” statements (e.g. “I feel \_\_\_\_\_ because \_\_\_\_\_”).
- Acknowledge the issue from both perspectives.
- Seek a solution.

Even when practicing these methods, conflict may still arise. Do the activity below to share and practice tips for resolving conflict.

### Activity (spend 10 minutes on this section)

1. Break up into small groups.
2. Have each group write down 4-5 examples of when they have experienced conflict (at least 2 examples of conflict with/between girls and 2 examples of conflict with parents).
3. Give each group a few minutes to discuss the best way to handle the situation and resolve the conflict.
4. Have each group come up and share their situations and resolutions with the larger group.

