



Welcome

Conflict Resolution

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Workshop Outcomes



1. Understand your own needs more clearly
2. Hear more effectively
3. Identify more effective outcomes for everyone
4. Develop language that is more readily heard and wins support
5. Convey respect in the midst of conflict



Conflict Anyone?



- Anyone ever feel overlooked or unheard?
- Anyone ever feel misunderstood?
- Anyone feel caught in the middle?
- Anyone ever feel taken for granted?

Good News!



- Every conflict is an opportunity to strengthen a relationship
- You can do this with good *tools* and practice

Tools for Your Toolbox

1. *Clarifying*
2. *Identifying the need*
3. *Bridging*
4. *Making a request*
5. *Sealing*

Start with a Strong Foundation



- This is not about being right. It is about being effective.
- Success is judged not by what you said, but by how it was received.
- Work on one thing to keep it manageable.
- Identify mutual needs.
- Remember your thoughts and feelings are not FACTS.
- BE AWARE of your own reactions, judgments, and patterns.
- PRACTICE

Tool #1: Clarifying



- Outline the situation, behavior and impact with FACTS, like a scientist in a lab.
- Explain the significance and repercussions that the issue will have on the troop.
- Leave out evaluations, assumptions, inferences, emotions, loaded words like “always, never....”
- Own that these are your observations, not facts
 - “What I heard you say...”
 - “This is what it looked like to me....”



Tool #2: Identifying the Need



- Arguments are often about strategies for meeting needs, not the actual needs.
- The real opportunity lies in identifying and addressing people's needs.

Tool #2: Identifying the Need



Basic Human Needs

1. Recognition (Seen/Heard)
2. Valued (Respect/Appreciation)
3. Safety
4. Mastery (Skills/Knowledge)
5. Belonging/Connection
6. To Matter
7. Contribution
8. Order

Tool #2: Identifying the Need



Needs Practice Session

The date to turn in cookie money has passed and a Girl Scout parent hasn't turned in any funds.

- Identify a possible underlying need using the list
- With that in mind, explain the impact; what are solutions that might be appropriate?

Tool #3: Bridging



Acknowledge

- After laying out the facts, take a moment to recognize the other party and their role.

Verify Your Understanding

- “I am hearing you say... Is that right?”
- “What is the most important thing you would like me to know about this situation?”

Relationship Building Opportunity: Empathy Guess

- “I am wondering if you are feeling X (frustrated) because you would like X (respect)”

Tool #4: Making a Request



Sometimes the need is just to be heard

Request Guidelines

1. Concrete, actionable, time limited, not outside that person's ability
2. Request rather than demand or threaten
3. Allow for choice: "would you be willing to...?" "could we...?"
4. Consider letting the person offer a solution first



Tool #4: Making a Request



Types of Requests

- **Request for further clarification**
 - Additional information needed
 - **Request for time to contemplate**
 - Process at different rates and in different ways
 - The more charged, the more helpful the space
 - **Request to come back to the conversation**
 - **Request for action**
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Tool #5: Sealing



1. Recap the Conversation

- Observation (Clarifying, FACTS)
- Bridging/Acknowledge
- Request

2. Identify What Will Change Going Forward

- Ground rules for moving forward
- Agreements / To do's

3. Ensure Change

- Recap in writing, if appropriate
- Schedule a check-in

How to Stay Upbeat After a Conflict



- **Keep Your Perspective**
 - Any conflict at Girl Scouts is just that – another conflict. Don't let it overwhelm your life so that you carry it with you.
- **Don't Expect Miracles**
 - Negative feelings aren't going to disappear overnight; they may take time to subside.
- **Avoid the “Debbie Downers”**
- **Take Downtime for Yourself**
 - Find a confidant to help you decompress, if needed.



Questions?

**Girl Scouts of Eastern
South Carolina**

Thank you!