



Allied Youth

Resolving Conflicts

Working in your Post and the community, you get to see and talk to a lot of people! That's a really great thing, but we all know that sometimes we can argue, disagree, or misunderstand. Identifying a conflict can be a bit uncomfortable, but resolving it quickly and appropriately is the key to a successful Post (and just a great skill to have in general). Let's take a look at what the Entrepreneur's ¹Mike Kappel (CEO of Patriot) has to say about conflict resolution!

1. Embrace conflict.

When conflict arises, don't avoid it or pretend nothing has happened. Deal with these uncomfortable issues as soon as possible, before problems and bad feelings become embedded in everyday work.

2. Talk together.

Set up a time and place so you can talk for an extended span without outside interruptions.

When you do meet, each person should have adequate time to say what they believe the other party needs to hear.

3. Listen carefully.

It's essential to give your complete attention to the person who is talking. Do not interrupt the other person. Make sure you're getting the message they intend to send.

4. Find agreement.

Your conversation primarily will focus on the disagreements, but resolution is possible only when you find points of agreement.

5. Provide guidance.

Realize you are there simply to help your peers work out their problems. You might need to guide the conversation.

6. Be quick to forgive.

Every conflict needs a clear resolution that acknowledges hurt feelings and finds a solution that begins to mend them. Apologize. Tell the other person you're truly sorry for any ill words or actions -- and mean it.

Did you know?

If you run into a conflict that you can't seem to resolve, reaching out to your Post Advisor, and/or the Board can be a great way to get help



“Every conflict needs a clear resolution that acknowledges hurt feelings”

How Does This Affect Our Post?

If you notice a conflict within your Post your first step should be to bring it to the attention of your Post Advisor.

One way to learn from this could be to get your Post together and have a meeting dedicated to conflict resolution, review this document, and open up a conversation about you can all best communicate to avoid any future conflicts.

Another great way to learn from this could be to plan an education session and invite all of your peers to learn about effective conflict resolution as well. Below in the resources section you'll find more info and even some fun games to play to learn more.

Where Can We Learn More?

¹www.entrepreneur.com/article/303617

www.trainingcoursematerial.com/free-games-activities/conflict-resolution-influencing-and-negotiation-activities

www.cicr-icrc.ca

ask the experts >>>

Q: *What if the conflict gets out of hand, and starts to affect me personally?*

A: *There is help out there, and by reaching out, you can find what you may need!*

We can't resolve every conflict out there, and sometimes we have to bring in backup. Escalating the conflict to your Post Advisor(s) is a good place to start, then maybe the Board of Directors if necessary. If the conflict is affecting you personally, consider reaching out to a local psychologist, mental health professional, or Kids Help Phone to talk about it more. There are services out there to help, so please reach out and get some help if you need it!