

Conflict Management

Key Principals

Safety - Things should not escalate to violence, it takes two to tango. Even if it's not violent and people are just mad, if you're out on a trip, can't have people wandering off.

Conflict is sometimes inevitable - Though can be uncomfortable, but if it happens must lead to progress. Unresolved conflict is just more conflict waiting to happen.

Wait time - Sometimes its best to take a few minutes to cool down before having a discussion. Wait a day or two even. Emotion can blind us and lead to hurt feelings and hurt people.

Avoid Mirroring Emotions - Stay calm and as neutral as possible.

Resolve the issue - Most problems are a result of miscommunication, if you can talk through an issue to get to the root of the disagreement, some kind of solution can happen. (Some people don't want solutions, that's a hard thing to deal with, and may just need to walk away). Compromise when needed. Goal is to move forward and stay together as a team.

Out of your control - People can become angry for any number of reasons that may have nothing to do with you (Life problems) and it just spills over into their interactions with others. Some people just want to argue. You are responsible for you, try not to take things personally.

Neutral third party - Trusted adult or troop leadership may need to intervene if it can't be resolved amongst yourselves.

Stages of Team Building (Fluid)

Forming - Group coming together, maybe little to no issues, getting used to each other.

Storming - Lots of conflict, disagreement, could be a variety of reasons why.

Norming - Conflict becoming resolved, starting to work together more efficiently.

Performing - A well-oiled machine.

Not everything has an easy solution, and may take time to resolve. You could find yourself in conflict with the same person multiple times before it is resolved. Follow up latter on to make sure the issue is still resolved.