When Conflicts Arise:

Effective Techniques to Deal with Challenging Volunteer Situations
Purpose of the Workshop

- Identify sources of conflict
- Become aware of preferred conflict resolution style
- Learn strategies to deal with conflict
Agenda

• Introduction, purpose of the workshop, agenda
• Interest in this subject – Why is it important?
• Sources of conflict with volunteers
• Ways to handle conflict
• Looking at your conflict resolution style
• Reaching a Win-Win solution
• Case studies
• General discussion
• Takeaways and evaluation
Why interest in this topic?

*Please share with the person next to you*
Why Conflict?
Sources of Conflict

• Incompatible goals
• Differentiation (values, beliefs, experiences, etc.)
• Scarce resources
• Interdependence
• Ambiguous rules
• Communication problems

McShane, Von Glinow (2007)
Conflict Resolution Styles

<table>
<thead>
<tr>
<th>Substance</th>
<th>Relationship</th>
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<tbody>
<tr>
<td><strong>X Compete</strong></td>
<td>“My Way”</td>
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<tr>
<td></td>
<td>Win/Lose</td>
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<tr>
<td><strong>X Avoid</strong></td>
<td>“No Way”</td>
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<td></td>
<td>Lose/Lose</td>
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<tr>
<td><strong>X Compromise</strong></td>
<td>“Mid-Way”</td>
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<td></td>
<td>Half win/half lose</td>
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<tr>
<td><strong>X Collaborate</strong></td>
<td>“Our Way”</td>
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<td></td>
<td>Win/Win</td>
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<tr>
<td><strong>X Accommodate</strong></td>
<td>“Your Way”</td>
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<td>Lose/Win</td>
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</table>
What is your preferred style?

Make a continuum from confrontational to avoider?
Thumb War
Ways to Handle Conflict

- I lose - You lose
- I win - You lose
- I win - You win
Lose/Lose Becomes Win/Win

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The Steps of Negotiation

1. Describe the conflict as a mutual problem
2. Offer to negotiate differences
3. Brainstorm alternative solutions
4. Evaluate the brainstormed solutions
5. Decide on the best solution
6. Plan how the solution/s will be implemented
7. Evaluate
Fisher and Ury – Getting to Yes

- Separate people from the problem
- Focus on Interest, not on position
- Invent options for mutual gain
- Use objective criteria to evaluate solution
Case Studies

• Choose a case or share one you are experiencing at work
• Use the guide to analyze the situation and choose conflict resolution approach
• If you choose collaboration, role play the conflict resolution meeting.
Workshop Takeaways

Thank you!