

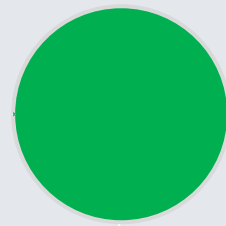
Managing Conflict

(Before it Manages You)



Target Audience For Today's Webinar

SKILL LEVEL



Minimal Knowledge

Looking for some basic information, key principles and “how-to’s” on the subject.



Working Knowledge



Today's Objectives

- Distinguish between task, process, and relational conflict in common volunteer leadership situations.
- Analyze volunteer service conflict scenarios to determine which conflict management style is most appropriate for the situation, relationship, and desired outcome.
- Apply practical communication strategies to guide conflict conversations toward productive next steps.

Why This Matters

- Volunteer programs operate at the intersection of service, safety, emotion, and relationships.
- Conflict is not a side issue.
- Conflict is part of leading people.





Types of Conflict

TASK

- Disagreement over the work being done or should be done.

PROCESS

- Disagreement over how the work gets done
- The “what of the conflict”

RELATIONAL

- The “who” of the conflict
- People
- Caused by personality clashes, likes, dislikes, and competition for power.

Conflict Management Styles

Avoiding

- Unwillingness to confront or engage conflict

Accommodating

- Engages conflict, but backs away to appease the other party.

Competing

- A preference for coming out ahead in the conflict at the expense of the other party.

Collaborating

