

Resolving Conflict

What Is Conflict?

- Conflicts occur when people disagree and seem unable to find a solution.
- As a leader, you sometimes will need to resolve conflicts.
- Conflicts can be minor or so large that they can damage troop spirit.

Resolving Conflict

Steps to resolve a conflict:

- Be aware of yourself.
- Be aware of others.
- Listen.
- Use your EAR.

Be Aware of Yourself

- If you are upset or angry, it affects how you relate to others.
- Be aware of your own emotions.
- You may need to call a time-out to let your emotions cool down.

Be Aware of Others

Being aware of others helps you adjust the situation for a good outcome.

- Be aware of their physical comfort and other factors that might be affecting their emotions. Consider taking a break if necessary.
- Consider the location. Meet away from the rest of the group if possible.

Listen

The better the information you have, the greater your chances of finding a solution.

- Listen carefully to what others are saying, not judging until you hear everyone's story. Be aware of tone of voice, body language, and other clues.
- Understand what each person is expressing—what **he** wants and what **he** is willing to do to get there. Then clarify that the solution lies with *all* parties.

E A R

EAR is a tool for resolving conflict. Ask the people involved to:

- Express—What you want and what you are doing to get it
- Address—Why it is working or not working
- Resolve—What ways there are to solve the situation

Communication Skills

Good communication skills are important in resolving conflicts:

- Neutral Position
- Feet
- Hands
- Mouth
- Eyes
- Ears

Communication Skills

Listening is the most important communication skill for conflict resolution:

- Use your ears more than your mouth.
- Encourage others to talk but offer no judgments.
- Make sure you hear the message, and put it in your own words.
- Use *EAR–Express, Address, Resolve*–to find answers to conflicts that work for everyone.

Look Out for the Little Guys

- A healthy Scout troop will have youth members of different ages.
- Age differences can be a source of conflict.
- Leaders need to be aware of the experience of younger Scouts.
- Speak up any time you become aware of older Scouts picking on younger boys.

Bringing Others In

When your best efforts cannot resolve a conflict, discuss it with the patrol leaders' council and with adult Scout leaders.

Serious problems involving drugs, alcohol, hazing, or harassment should be reported immediately to the adult leaders of your troop.

Summary

- Even with the best leadership, there are bound to be conflicts among people.
- Storming is an expected stage of team development.

Summary

- Steps in conflict resolution:
 - Be aware of yourself.
 - Be aware of others.
 - Listen.
 - Use EAR—Express, Address, Resolve.

Summary

- Encourage each person to see the situation from other points of view, then have all work together to find an acceptable solution for everyone.