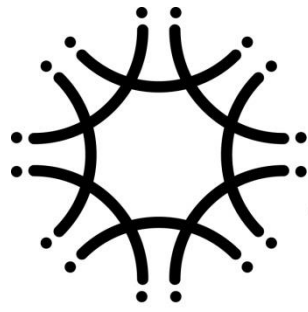




view

voice, interests and
education of women

Conflict/Dispute Resolution

Guide

This guide is a common-sense step by step approach to dealing with issues that may arise. We encourage you to share this information.

Conflict can occur when VIEW women become passionate about issues, question changes or rules, mis-communicate or have personality clashes.

Internal club problems should be resolved at club level wherever possible.

Seven steps to solving disputes/issues

1. Identify the dispute/issue i.e. problem –

- Define the problem (with input from yourself and others).
- Don't jump into "who is causing the problem".
- Don't listen to gossip, listen to the facts.
- Use active listening skills.

2. Explore the problem –

Take time to analyse and consider – Where, When, With Whom and Why

- | | | |
|-------------|-----------------|---|
| • Where | is the problem | within the club, outside the club |
| • When | did it happen | during a meeting, an outing |
| • With whom | who is involved | Club member, committee member, a Zone Councillor, a National Councillor Could be some bullying happening. |
| • Why | did it happen | - lack of communication between individuals
- failure to share knowledge
- inflexibility |

Additional questions to ask –

- What is the history of the problem?
- How long has it existed?
- How serious is the problem?
- What are the causes of the problem?

- What are the effects of the problem?
- What are the symptoms of the problem?
- What methods does the group already have for dealing with the problem?
- What are the limitations of those methods?

Take time to analyse and consider the problem, put yourself in their shoes. As you go over the problem new doors may open to assist in resolving the problem.

Write your thoughts down and analyse the situation then leave for a day or two then review. It is amazing what you will come up with. Remember members could be hiding the main problem as no one wants to admit being wrong.

Always have a clear mind and do not take sides.

3. Set goals –

Stating the goal provides a focus and direction. A measurable goal will allow the tracking of progress as the problem is solved.

4. Look at Alternatives –

Identify alternatives to resolve the problem.

The following are some steps to follow while finding feasible alternatives:

- Define the problem. Try to phrase it as a question.
- Discuss goals.
- Identify all options available at that time.
- Determine the importance of the problem.

Brainstorm and collect ideas. Do not pass judgement on the ideas; just write them down as you hear them.

5. Select a solution –

- Which approach is most likely to solve the problem for the long term and the most realistic to accomplish?
- Are resources available?
- Is there sufficient time to implement?
- Is the solution workable in relation to the problem?
- Are there any limits that the solution presents?

- When looking at the advantages and disadvantages, which are there more of?

6. Implement a solution –

Carefully consider –

- What will the situation look like when the problem is solved?
- Will time heal the conflict?
- What steps need to be taken to implement the solution?
- What systems or procedures need to be implemented or changed?
- Don't resort to resolutions where someone is "just going to try harder"
- Who is responsible for implementing the plan and timing of implementation?
- Communicate plan to those involved in implementation and keep mentor in loop

(problem solving process is ongoing observation and feedback)

7. Evaluate –

- Is the plan being followed? If not – was plan realistic?
- Are there sufficient resources?
- Should priorities be re-assessed?
- Should the plan be changed?
- What changes should be made to avoid this problem in the future?
- Consider changes to policies, procedures, training.

Encourage members to notify President, Zone or National Councillor of any problems as soon as possible, the earlier action is taken, the quicker the problem is resolved.