**Conflict Resolution Discussion**

**Positive Conflict Resolution Tactics**

Q: Describe a past conflict that resolved in a positive way. What do you think were contributing factors that helped?

* Preparation
* Mutually beneficial outcomes
* Constructive brainstorming
* Mediation/neutral party help

Q: How do you think you can prepare your volunteers to handle conflict positively?

* Training during orientation
* Providing a board contact as a neutral third party to help navigate conflict as it arises
* Modeling good tactics during conflict on conference calls/during board meetings

Q: What are some things your affiliate board does to ensure good working relationships? Why do you feel these are helpful?

* Networking in conjunction with in person board meetings
* Pairing new volunteers with experienced volunteers as a resource/mentor
* Conducting in person volunteer orientation
* Opportunities to network during affiliate events for board members (prior or after)

**Learning from Past Conflicts**

Q: Describe a time when a conflict you were in did not go well. What do you think were contributing factors that hindered?

* Participants taking a win/lose stance
* No third party mediation
* Discussion taking place while emotions are still high

Q: What do you feel are some items that new volunteers need to know in order to minimize conflict?

* Overview of communication standards for daily activity (email, phone calls, text, etc.)
* Overview of how board meetings operate
* Use of a board mentor to help understand existing relationships

Q: Once a negative conflict occurs, how can you utilize the experience to help improve interpersonal relationships within the entire board?

* Debrief the incident with the parties to gain insights on how volunteer orientation/training can be improved
* Refine conflict management techniques based on what worked well
* Use insights gained through past conflicts to develop a conflict resolution training for all volunteers