Quick Tips

Two special issues to address during conflict resolution are:

Dealing with "Non-Negotiators"

Some individuals will refuse to negotiate because they want to protect their interests. Here are a few pointers for dealing with them:

- Start to negotiate anyway.
- Explain why it is in their best interest to negotiate.
- Talk about how resolving the issue will help them.
- Make the issue important to them.

Dealing with the Non-Trusting

Some individuals simply can't or won't trust you. Do your best! Take these tips into consideration:

- Be trustworthy.
- Acknowledge everyone's feelings.
- Find Something that you both agree on.
- Listen carefully to their issues and concerns.
- Start small—don't be discouraged if you can't resolve all the issues at once.

Leader Hints:

are available on the following topics

- Agendas
- Advising Groups
- Budgeting
- Co-Sponsorship
- Community Service
- Conflict Resolution
- Constitution and Bylaws
- Delegation
- Difficult Members
- Elections
- Event and Program Planning
- Fundraising
- Goal Setting
- Group Performance Evaluation
- Icebreakers
- Individual Evaluation
- Meetings and Minutes
- Motivation
- Newsletters
- Officer Transition
- Parliamentary Procedure
- Publicizing Events
- Recruiting New Members
- Retreats
- Starting a New Organization
- Stress Management
- Team Building
- Time Management

Leader Hints

Leadership Development Tips for Student Organizations

Conflict Resolution

Collaboration is the style most recommended for student organizations because it allows both parties to be fully satisfied, allows for creativity in developing resolution, and gives participants a sense of accomplishment that they have together resolved the issue without losing anything.

STYLES OF CONFLICT MANAGEMENT

COMPETING (win-lose strategy): The individual pursues his or her interests at another's expense. Competing people will stand up for their beliefs without listening to others or do anything to "win."

ACCOMMODATING (lose-win): People neglect their own interests to satisfy the interests of others. These people obey others when they would rather not and easily yield to other's points of view.

AVOIDING (lose-lose): These individuals do not deal with conflict. They sidestep issues, postpone discussions, or withdraw from tense situations.

COMPROMISING (partial win-partial win): These individuals seek to find expedient, mutually acceptable solutions which somewhat satisfy both parties' needs. They "split the difference" or seek middle ground.

COLLABORATION (win-win): Individuals seek to find solutions that fully satisfy both parties.

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STEPS FOR SUCCESSFUL COLLABORATION

1. Determine the nature of the conflict. Is it a philosophical issue (drinking at parties) or a difference in expectations (all members should determine each decision the group makes)?

2. State the real effect the conflict has on you. If all members get to vote on everything, it will take a long time to make decisions and other things may not get done.

3. Listen carefully to the other person. What is the real effect on him or her? What does he or she see as the real conflict?

4. Initiate the problem-solving process:
    A. Clarify the issue: What is the problem at hand?
    B. Discuss each person's wants and needs. Generate a list of all possible solutions --be creative!
    C. Decide together on the solution most acceptable for all parties.
    D. Discuss how the solution will be implemented.
    E. Develop a process to evaluate the solution after a specified time.
    F. Discuss how discrepancies or problems with the solution will be handled.