



# Conflict Resolution

We all want the experience of Girl Scouts to be positive, however, sometimes personal differences can get in the way of creating a meaningful experience. We want to equip volunteers with resolution techniques that are meant to promote a successful experience for all those involved with Girl Scouts.

## Common Sources of Conflict

Some common sources of conflict that can occur in Girl Scouting include:

- **Poor communication between volunteers and families**
- **Differences in the vision of troop direction**
- **Financial disagreements**
- **Violation of Social Media policies**

Our goal is to empower all of our volunteers, Girl Scouts, and families with the tools needed to be able to resolve conflicts on their own. In the event that council intervention is necessary, we will work collaboratively with all parties involved to ensure that a resolution can be met without compromising the experience for the Girl Scouts in the troop.

## I-Statement

Good I-Statements focus on a specific behavior and how it affects you, instead of accusing or attacking the person for who they are or the way they act.

### Formula for Good I-Statements

When you \_\_\_\_\_  
(describe a specific action that hurt you)

I feel \_\_\_\_\_  
(say your feeling)

Because \_\_\_\_\_  
(why the action makes you feel that way)

Council will work directly with your troop to carry out any action plan in order to maintain equity and fairness to everyone.

# Conflict Resolution Guidelines

- **Attempt Self-Resolution**

- The first step in solving conflict within the troop is to identify the issue and take self-directed actions to resolve it. These actions might include a troop meeting or a one-on-one meeting, as well as recommendations from a mentor leader or troop. Refrain from spreading gossip amongst the troop or posting on social media to avoid further conflict. Start by deploying A.C.T.I.V.E. listening strategies.



## A.C.T.I.V.E. Listening

A.C.T.I.V.E. Listening is a tool that will help reduce conflict or even mitigate or stop conflict from happening by promoting clear communication.

### **A—Acknowledge the speaker**

Use positive non-verbal communication such as good body language, eye contact, head nods. If speaking by the phone, verbal acknowledgment can be used, including sounds like “mmhm.”

### **C—Concentrate on the content**

Try to stir out the emotion you may hear. You want to fully understand the issue in order to resolve it.

### **T—Track the sequence**

Determine what series of events happened in what order. Understanding the chain of events is often useful in finding a resolution.

### **I—Inquiring minds**

What do you really want to know? Ask questions to uncover specific details such as sequencing of events, what was said and done, who was present. Understanding facts prevents us from making assumptions.

### **V—Vocal and visual cues**

Event with stripping away emotion, you need to understand the level of anger or frustration by paying attention to the vocal tone and body language of the other person.

### **E—Emotional control**

A main component of listening is staying neutral, and controlling your own emotions.



- If self-resolution is unsuccessful and you feel council intervention is needed, contact Member Support at 520-327-2288 or [troopsupport@girlscoutsoaz.org](mailto:troopsupport@girlscoutsoaz.org) for assistance.
- **Member Support Creates Action Plan**
  - Council is dedicated to creating the best possible experience for girls and volunteers, while ensuring the safety of all those involved. Council staff will gather information, mediate between parties when necessary, and create an action plan on how to move forward in the best interest of everyone involved.