Resolving conflict
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Handled correctly, conflict has the potential to lead to proper analysis of a situation and can ultimately lead to new outcomes which are more productive. Conflict quite often results from the fear of 'losing control' or having to 'give up power'.

TYPES OF CONFLICT

Understanding the type of conflict will help you to know how to resolve it, as it shows the motivations of the individuals/parties involved. Refer to the chart below to give you guidance:

VALUES	RELATIONSHIPS	GOALS
This type of conflict occurs when: • Individuals have differing values • There are differing principles for evaluating behaviours and/or ideas • There are different ways of 'viewing the world'	This type of conflict occurs when: • There is hypersensitivity to feedback • There are low tolerances for other's realities • We violate another's boundaries • Communication is poor or there is miscommunication • There are style differences • We form stereotypes, misperceptions, or make assumptions about others	This type of conflict occurs when: • There are differences between what each person/party wants or expects to accomplish
WORK PROCESSES/PROCEDURES	**OWNERSHIP/CONTROL**	**FACTS/INFORMATION**
This type of conflict occurs when: • There are different perspectives about the appropriate policies, procedures or processes for achieving the goal • Changes are made, but haven't been fully or correctly implemented	This type of conflict occurs when: • There are timeframe constraints and/or unrealistic deadlines • Power and authority is not equal • Control, ownership and/or distribution of resources are unequal • Physical, geographical or environmental factors hinder co-operation	This type of conflict occurs when: • There is a lack of information • Person(s) are misinformed or given different information • There are differing interpretations of information or facts • People have different views on what is relevant • There are different ways of collecting and assessing data

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PREVENTATIVE MEASURES

- Foster a culture of respect. Staff/volunteers/clients may not necessarily 'like' the person they are working with, but they can show them the same level of respect they would expect for themselves.
- Ensure that appropriate policies and procedures are in place and that staff and volunteers are aware of them if they have grievances.
- Do not let the seemingly 'small' problems escalate; deal with them as they arise.
- Keep the lines of communication open e.g. be accessible, set up regular chat times. Listen to your volunteers, really get to know your volunteers.

THINGS TO CONSIDER

- Have we really listened and considered what the person is saying?
- Are we really prepared to share the action and the power? Not sure what this really means?
- Is the solution being put forward going to show successful management of the conflict or result in constant tension, which will fail to help achieve our goals?
- Will this impact on others? Is there a need to consult further prior to making a decision?

STRATEGIES TO RESOLVE CONFLICT

- Determine which persons/parties are involved, impacted, affected (either directly or indirectly)
- Determine what type(s) of conflict are occurring (Refer to table on opposite page)
- Ensure everyone puts their points of view forward and feels heard
- Confront the 'issues' and 'bad behaviours', not personalities
- Search for solutions together
- Decide on the solution(s) and fully commit to them

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