

SHORT & SNAPPY

Conflict Resolution

Embracing differences and building friendships!

What is a Short & Snappy?

- It's a short interactive group discussion provided at a Service Unit Meeting.
- Any service unit team member, interested volunteer or learning facilitator may guide a short and snappy.
- It's 15–25 minutes long.

Objectives:

- Understand what records are important for girls and adults.
- Know what resources exist to support this and where to find them.

What You Will Need For This Short and Snappy

- Large paper or white board, markers, handouts: strategy cards & using it with girls.

How to Facilitate this Short & Snappy

- Ask and acknowledge questions. Your audience will know you are listening and involved.
- Share your experiences. Leaders, new and seasoned, want to connect with you and this is one way they can do so.
- Use a variety of techniques and strategies such as handing out candy when people participate or encourage attendees to write their ideas on the newsprint.
- Encourage participants to share their personal practices involving families.
- Bring the parent meeting outline from the troop start up guide and the star activity.

Volunteers who work with girls face many challenges. Girls come from different backgrounds and have a variety of interests and abilities. Occasionally conflict may emerge. A troop leader must manage the differences among the troop members while maintaining the troop.

Prep Step:

Prior to the meeting, prepare the strategy cards by cutting them out. (Left side examples: Hand out to participants for Activity 3. Right side examples: Keep and use to help generate examples for discussion, if needed.)

1. Set the stage
 - Start the session with an icebreaker
 - Clarify the training exercise: Review the summary and objective of this session.
 - Explain to leaders that for this training, you want them to think about a conflict they may have witnessed in their troop or, in the absence of a troop conflict, one they may have experienced personally. Ask them to think about how (and if) the conflict got resolved and what strategies were used to resolve it.
2. Activity 1 Knowledge: What is conflict?
 - Pose one or both of the following questions to the group. Instruct leaders to pair off and share their thoughts on the questions:
 - What is conflict? (Suggestion: When people have different interest or incompatible wants and needs.)
 - Why do girls behave in ways that induce conflict?
 - Bring the group back together and ask leaders to share some responses they came up with in their paired sharing.
 - Write down the ideas generated on a piece of chart paper or white board.

3. Activity 2 Understanding: Why does conflict happen between girls?

- Ask leaders to think back to when a girl in the troop behaved in a way that induced conflict. Ask leaders to discuss in small groups (4-5 leaders) what might have caused her to act that way.
- As a group, generate ways that you could reduce the risk of conflict-inducing behavior, in light of this information. Brainstorm this list of ideas and write them down on chart paper or white board.

4. Activity 3 Application: What can you do to manage conflict in your troop?

- Divide the scenario cards among the leaders and tell them they will use these examples to help think about strategies they could use to help girls resolve conflict. For each card, ask them to decide if the strategy is effective or less than effective and then to choose the strategy they deem most effective.
- Come together again as a large group and have someone from each small group read their card and then describe whether it is effective or not.

5. Reflect and discuss

- Discuss as a large group, the following questions:
 - What are some of the benefits of recognizing conflict?
 - Why is it important to understand some reasons that girls might behave in ways that induce conflict?
 - What ideas or strategies do you plan to bring back to the girls?
 - Has it been beneficial as a leader to understand some more or less effective strategies for dealing with conflict? Do you have any other ideas that you would like to share?



Conflict Resolution: Using It with Girls

Putting one strategy into practice:

This is where you as the leader may have to start a discussion with questions regarding conflict that may be arising. Remember to keep it a safe space.

Ask the girls if they ever had a conflict. It may have been with a sibling or a friend, or maybe even someone in their troop. You could say something like:

- Does anyone have an example they would like to share?
- How did it make you feel?
- How did you get it resolved? Or did it get resolved?
- Would you like to know some strategies to help you resolve a future conflict?

For the girls:

Often you have a different perspective when you are in the middle of a conflict, compared to when you are on the sidelines. Try getting out of the middle and think about being the person who helps solve problems, rather than create them.

You could continue by saying:

- Choosing to resolve conflicts means we have to talk it through. One of the best formulas for expressing yourself and not putting the other person on the defensive is to use a piece of paper and using these words:
 - I feel _____ when you _____ because _____.
 - Example: I feel hurt when you interrupt me when I am talking, because I think my input is valuable too.
 - A not-so-good example: I hate when you don't let me talk!
 - Can you hear the difference? It is important to use a specific example of one behavior that causes hurt feelings.

Reflect:

Ask the girls to share their thoughts on:

- How
- Other strategies for conflict resolution:
 - Talk it out
 - Say
 - Compromise
 - Solve the problem
 - Build trust again
 - Cool off and give it time
 - Seek help
 - Say
 - Let it go: some conflicts just are not resolvable

Girl Led:

Now that the girls are empowered with the tools to resolve conflicts, let them. You may have to facilitate conversations, but help them to use feeling statements to settle conflicts that arise.

Strategy Cards

Left side: Cut out and hand out to participants

Right side: Use to generate discussion

<p>Aggression Harming the other person physically or verbally</p>	<p>Aggression:</p>
<p>Flight Girl gives up and retreats from the situation when she could have tried to work it out.</p>	<p>Flight:</p>
<p>Tattling Using adults as a means to hurt another girl by getting her into trouble with the adult. Intent is to get back at the other girl.</p>	<p>Tattling:</p>
<p>Negotiating Girls and leaders listen to the others which position might be the best.</p>	<p>Negotiating:</p>
<p>Compromise Meeting halfway or inbetween. Both parties agree to sacrifice something in order to resolve conflict.</p>	<p>Compromise:</p>
<p>Taking Turns Both girls get what they want by splitting the time evenly.</p>	<p>Taking turns:</p>
<p>Threat-Free Explanation One person tells her position without attacking the other person. The girls try to keep emotions from getting out of control.</p>	<p>Threat-Free Explanation:</p>

<p style="text-align: center;">Apologizing</p> <p>Telling another that you are sorry. This is not necessarily saying that you were wrong but that you care about the other person.</p>	<p>Apologizing:</p>
<p style="text-align: center;">Soliciting Intervention</p> <p>Asking someone who is not involved to help sort the problem out and come to a solution.</p>	<p>Soliciting Intervention:</p>
<p style="text-align: center;">Postponing</p> <p>Taking a time out. Waiting until later to resolve the conflict.</p>	<p>Postponing:</p>
<p style="text-align: center;">Distracting</p> <p>Helping someone to forget about the conflict by focusing their attention on some other interesting activity.</p>	<p>Distracting:</p>
<p style="text-align: center;">Feeling Statements</p> <p>Diffusing negative emotions by making it about you, not the other person and your feelings are communicated.</p>	<p>Feeling Statements:</p>
<p style="text-align: center;">Chance</p> <p>Flip a coin or draw straws</p>	<p>Chance:</p>
<p style="text-align: center;">Sharing</p> <p>Working together to meet the needs of both parties.</p>	<p>Sharing:</p>