

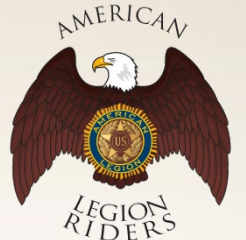
AMERICAN LEGION RIDERS

Conflict Resolution

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Look Familiar ??



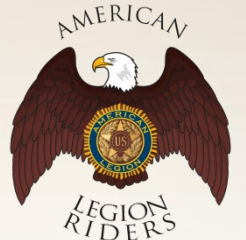
What is Conflict Resolution?

- The process of resolving disagreements and coming up with solutions that are mutually agreeable to multiple parties.
- It can be a formal or informal that two or more parties use to find a PEACEFUL solution to their dispute.



What Causes Conflict?

- A Lack of Common Understanding
- Poor Communication Skills
- Unclear or Unfair Expectations
- Power Plays and Manipulations
- Leadership Styles
- Resistance to Change
- Differences in personalities
- Working Style



Finding a Peaceful Solution to a Disagreement

- Stay Calm and Just take a Moment
- Find a private, comfortable place to discuss the conflict
- Acknowledge that a problem exists
- Agree to find a Resolution
- Work to understand the perspective of everyone involved



NEXT STEPS

- **Schedule a Meeting** – Address the problem
- **Set Ground Rules** – Engage with Respect, Listen to other's perspectives
- **Describe the Conflict** – Each person articulate the issue & desired outcome
- **Restate for Understanding** – demonstrate active listening
- **Summarize the Conflict** – Seek agreement
- **Brainstorm Solutions** – Collaborative atmosphere to discuss solutions positively
- **Rule Out Unworkable Options** – Eliminate solutions that participants cannot agree upon
- **Agree on Next Steps** – Make sure everyone is on the same page
- **Close on a Positive Note** – Shake hands, apologize and thank one another



Code of Conduct

- A **Code of Conduct** is a set of guidelines or rules that outline expected behaviors and responsibilities for individuals within a group or organization. It connects values, principles, and proper practices with day-to-day behavior. The purpose is to promote respect, integrity, and professionalism
- **Remember the Golden Rule:** In Everything, do unto Others as YOU would have THEM do unto YOU!
- Love your Brothers & Sisters – WE ARE FAMILY!



OPEN DISCUSSION

