



From Conflict to Opportunity

Assumptions

- Inevitable
- Necessary
- Growth
- Care
- Healthy





Conflict + Communication = Success



Embracing Conflict

Identify the Issue

Sources of Conflict

Recognize Humanity

VUCA

(Volatility, Uncertainty,
Complexity, Ambiguity)



Common Conflicts & Styles

Priorities

Resources

Personnel

Budget

Staff/ Stakeholders/ Donors/
Volunteers

Avoiding

Competing

Collaborating

Compromising

Accommodating



Strategies for Success

Mission Statement

Frame the discussion along the lines of your Mission

Root Causes of Conflict

Resources? Roles? Ambiguity? Philosophical

Gather competing points of view

Stakeholders, Perspective, Listening Only

Foster Collaboration over Competition

Demonstrate necessity of each element



Mission, Vision and Values

Mission

Assistance League volunteers transform the lives of children and adults through community programs.

Vision

Essential needs are met in our community and families flourish.

Core Values

Commitment
Leadership
Ethics
Accountability
Respect



Internal Mission

- The National Association of Attorneys General is a team of professionals working collaboratively to faithfully serve the attorney general community and each other. As teammates, we embody these guiding principles:
 - **Trust:** We are a safe place to ask for help and to learn from our failures.
 - **Respect:** We value each other.
 - **Teamwork:** We foster a culture of inclusivity, fellowship, and collaboration.
 - **Communication:** We share information timely, transparently, and thoughtfully.
 - **Growth:** We support each other's personal and professional development.
 - **Service:** We serve our community and one another to advance the development of our organization and ourselves.

Strategies for Success cont.

Balance Passion with Emotional Intelligence

Understand de-escalation, empathy, boundaries

Issue v. Personal

Relationships Paramount

Psychological Safety

Transparent Processes

Meeting after the meeting (or before)

Smoking/ drinks groups

Recognize need for a break or facilitator



Strategies for Success cont.

Two Step Discussions

- Brainstorming

- Problem Solving

- Perspective Taking

Focus on Three C's

- Communication

- Collaboration

- Compromise



Process

Identify

Source—Frame—Obstacles--Relationships

Strategize

Brainstorm—Perspective—Resolution

Apply

Follow-up

Check in to ensure conflict is addressed/ resolved—check for lingering issues



Success!

Active Listening

Listen to understand

Reflect back

Growth

Diverse Points of View

Embrace

Remember:

We are all HUMAN!



Thank you

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