

## How to Overcome Conflict

'Conflict' is defined as a serious disagreement or argument. It can often occur among a patrol or group of people. It is generally the Patrol leader's or a more senior member of the group's job to resolve the conflict. It is important to include these 6 points in the resolution of conflict:

- **Embrace**
- **Talk**
- **Listen**
- **Find agreement**
- **Provide Guidance**
- **Forgive**

### **Embrace**

It is important to embrace conflict. When conflict arises, don't avoid it or pretend it is not happening. If conflict arises and is ignored, tensions will only build and explode in the future.

### **Talk**

Set up a time and place to talk to try and resolve the root of the issue. This should be completed without any outside interruptions so both parties have equal time to discuss what has upset them or what they believe the other party should hear. This is a time to discuss the problem not to pin blame on each other.

### **Listen**

It is extremely important to listen to and give your full attention to the other person talking in order to make them feel respected and understood. It also helps to repeat sentences back to them without interrupting them. Ask questions if needs be.

### **Find Agreement**

At first the conversation will solely be regarding the problem and disagreements; it is very important that the conversation extends to discuss points of agreement. For example, if you disagree with the other persons suggestion you can shed light on specific parts of the suggestion you agree with.

### **Provide Guidance**

If you are in a role of authority it is essential not to take sides, ever. It is your job to help the members sort out their problems among themselves. You may need to steer the conversation away from certain topics if feelings could be hurt. Provide advice wherever possible in order to relate to both parties.

### **Forgive**



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Every conflict needs to be resolved with apologies. Apologize to the other person for any and all ill words to ensure you acknowledge hurt feelings and mean it. When the other person apologizes it is important to genuinely accept their apology and to avoid any petty grudges being held.

