

CONFLICT RESOLUTION – 55 minute Session

Learning Objectives:

At the end of this session you should be able to.....

- Recognize a conflict situation when it happens.
- Use the proper Leadership Skills to resolve a conflict.
- Realize that both Adult Leaders and Junior Leaders must work together to conduct a quality Troop Program.
- Know your role and responsibilities in your own Troop's operation.
- Know and make use of the various Leadership Training Programs available to Adult and Youth Leaders in Scouting.

Conducting the Session

Role Play – 5 Minutes

The session starts with a role play where a Patrol Leader is unhappy with the upcoming camp out in six weeks, and wants to do something other than what is planned because his Patrol had no input. The Adults have decided to do a Camp out at Stigwandish, again, and the Patrol wants to go a big event in another state. The SPL takes the problem to the SM who at starts out being a dictator but then is sold on a different idea. Final solution seems to be going to the Scouting Outing at Burr Oak State Park as a compromise. The SPL then takes change of plans to go back to the PL and sell the idea. SM takes same plan to sell to Troop Committee.

Note to Presenter:

Role playing is only to last 5 minutes. Points needing to be made are:

- Boys need input into their program
- Cost and Adult Schedules must be considered.
- Use of Leadership Skills learned at JLT must be shown such as Representing the Group, Understanding Needs and Characteristics of the Group, and Communicating.

Discovery Phase of Presentation

Ask the questions

“Has anything like this ever happened in your Troop?”

“ Did you resolve it in the same manner?”

Seek general agreement that every Troop at one time or another experiences a Conflict that must be resolved in a way which keeps the group together and has them working towards a common goal.

Now make 2 lists on flip chart

Look for following answers and seek agreement from participants. Do NOT ignore other answers offered from the group.... List ALL Answers given.

GOOD STUFF WE SAW

- SPL was good listener
- SPL took the Scouts' interests into consideration
- Good Communications Skills used
- SPL went to the SM with a problem but also a potential solution
- SM listened
- SM supported his SPL
- Team of SM and SPL both went to sell the new idea to the Troop

Hang up list when done

BAD STUFF WE SAW

- Adults had dictated program to boys
- Patrol Leader just complained... did not offer solution
- Scouts did not consider Adult's position or limits
- Good Planning Techniques had not been used to begin with

Hang up list when done beside Good Stuff list

Teaching Learning Phase of Presentation

Ask the question:

What could have been done differently to prevent this Conflict?

Let group offer suggestions and answers. Encourage participation from Adults and Youth with equal time for both. Example would be 1 Adult answer then 1 Youth answer, take turns and attempt to involve as many different people as possible. List answers on Flip Chart. Keep session moving here as time is critical.

Make the following point at this time.....

We now have 3 lists posted. They show the conflict that developed and some solutions that could be used in the Resolving of the Conflict.

Seek agreement and understanding of the issue to this point of the presentation.

Ask the question:

What tools are available for Adult and Youth Leaders in Scouting to help them Resolve Conflicts that arise in day-to-day Troop operations?

List following points on Flip Chart and cover answers. As answers are given from group, uncover them one at a time. This is a "Family Feud" type of game used to seek desired answers. If answer is close to one sought, use it and move on.

- Scoutmaster Handbook
- Junior Leader Handbook
- North Star JLT Training
- Wood Badge Training
- Troop Program Planning Materials
- Personal Resource Questionnaires
- Patrol Leader's Council Meetings

Application Phase of Presentation

Split participants into Buzz Groups of no more than 6 people in a group. Groups should be separated with Adult Buzz Groups and Youth Buzz Groups.

Take 5 to 10 minutes to come up with at least 3 ways you can improve your skills in Resolving Conflicts.

Call Group back together and get responses from each Buzz Group. Take one answer from each group until lists are exhausted.

Summary Phase of Presentation

Make following points:

- Conflicts do arise in every group. A good leader has the skills to resolve a conflict and keep a group working towards a common goal.
- By taking advantage of the Training Opportunities available in our Council you can give your Troop's Junior Leaders, and Adult Leaders, the tools they need to be more effective in their Scouting jobs.

Review Learning Objectives and seek agreement all were met.

STOP ON TIME!!!!