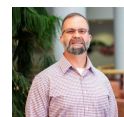




## Who we are:

- **Dave Close**, Extension Master Gardener Program Director and Consumer Horticulture Specialist, VT



- **Charlotte Glen**, State Coordinator, NC Extension Master Gardener Program, NCSU



## Where are we going today?

- Opening Thoughts
- Breakout Sessions - Scenarios
- Group Discussions
- Suggested Resources
- Final Thoughts

## Reality check:

- Stress levels are high
- Conflict more likely
- How do you de-stress?
- How are you deliberately choosing positive & productive responses?

## Self-awareness

- How do you respond to conflict?
- How would you rate your interpersonal skills?
- Conflict style instrument
- De-escalation

***"I don't think anyone ever gets completely used to conflict.*** If it's not a little uncomfortable, then it's not real. The key is to keep doing it anyway."

-- Patrick Lencioni

Conflict Management Styles

Avoiding

Accommodating

Compromising

Competing

Collaborating

## Breakout Session 1

## Discussion

- Power Struggle
- Clash in Leadership Styles
- Pulling it all together

"I don't think anyone ever gets completely used to conflict. ***If it's not a little uncomfortable, then it's not real.*** The key is to keep doing it anyway."

-- Patrick Lencioni

## Managing conflict – the process:

1. Listen
2. Empathize
3. Clarify
4. Seek permission
5. Resolve the issue

Facilitation at a Glance, 2012, Ingrid Bens

## De-Escalation Tips:

1. Be empathetic and Nonjudgmental
2. Avoid Overreacting
3. Ignore Challenging Questions
4. Set Limits
5. Choose Wisely What You Insist Upon

CEO's Top 10 De-Escalation Tips, Emily Elvers

## Breakout Session 2

## Discussion

- Community Partner
- Disgruntled Client
- Pulling it all together

## Quotes to consider . . .

- *"The stakes could not be . . . lower"*
- *"No such thing as failure, just feedback."*

## Final Thoughts – *It is a process*

- Stop
- Think
- Listen
- Take time
- Understand
- Resolve

## Key take away points:

- Understand yourself
- Communication
- Maintain perspective
- Keep it 'local'
- Discomfort
- De-escalation
- Extend grace
- **HAVE FUN!**

## If all else fails, then what?

- Dismissing a volunteer
- Who to involve
- How to manage the process

"I don't think anyone ever gets completely used to conflict. If it's not a little uncomfortable, then it's not real. **The key is to keep doing it anyway.**"

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### Suggested resources

- [Hacking Your Mind](#)
- [3 Types of Conflict and How to Address Them](#)
- [Conflict Management Styles](#)

### Suggested resources

- [What's Your Conflict Management Style?](#)
  - [Thomas-Kilmann Conflict Mode Instrument](#) (TKI) (\$)
  - [Conflict Management Style Orientation Scale](#) (FREE)
  - [Conflict Styles Assessment](#) (US Institute of Peace, online)
  - [Conflict Management Assessment](#) (The Blake Group)
  - [Conflict Resolution Style](#) (Rice University)

### Suggested resources

- [Dealing with Difficult Volunteers](#)
- [Five Strategies to Shut Down Volunteer Conflict](#)
- [5 Conflict Resolution Strategies](#)
- [Top 10 De-Escalation Tips](#)

Questions?