

HANDLING CONFLICT WITHIN YOUR PTA

PTA Board Retreat: Leadership Workshop

Sunday, November 13, 2016

1:00 - 4:00 pm

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COMMUNICATION PLEDGE

- * Tell me
- * Tell me first
- * Tell me in language I can understand
- * Tell me as soon as it is a concern
- * Tell me privately
- * Give me time to think before we conclude

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HOW DO YOU HANDLE CONFLICT?

- * Everyone deals with conflict in different ways or some combination of ways.
- * Important to recognize the major ways you deal with conflict to manage it in others.

HOW DO YOU HANDLE CONFLICT

Ways of handling conflict

- * Accommodating
- * Avoiding
- * Competing
- * Compromise
- * Collaborating

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RECOGNIZING CONFLICT

Common Causes of Conflict

- * Poor/no communication
- * Reluctance to discuss difficult issues
- * Competing goals
- * Personality differences
- * Power struggles
- * Perspectives based on differences in culture/ethnicity/gender

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BEHAVIORS THAT INFLAME CONFLICT

- * Yelling
- * Blaming
- * Acting defensively
- * Focus on perceptions
- * Failure to act
- * Sarcastic remarks
- * Personal insults
- * Constant Complaints
- * Issue ultimatums
- * Push own viewpoint
- * Send insulting emails
- * Go to others not source

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MANAGING CONFLICT

Conflict can be healthy

- * Everyone must acknowledge
- * Forces group to face issues
- * Develops consensus building skills
- * Catalyst to reflect/reach goals
- * Process requires group commitment

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MANAGING CONFLICT

- * Understand cause of conflict
- * Understand facts of conflict
- * Ensure open communication with parties
- * Listen objectively
- * Be neutral
- * Avoid becoming part of “us vs. them”

RESOLVING CONFLICT

Conflict resolution process

- * Identify the problem
- * Brainstorm for solutions
- * Select alternative solutions
- * Set priorities
- * Implement solutions
- * Develop criteria to assess success

RESOLVING CONFLICT

Follow a process

- * Be neutral
- * Set ground rules
- * Avoid assumptions
- * Be respectful
- * Start over if no progress
- * Parties involved in process
- * Active listening; restate what you hear
- * Do not rehash-move forward

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RESOLVING CONFLICT

Barriers

- * Advising
- * Criticizing
- * Diagnosing
- * Reassuring
- * Interrogating
- * Diverting

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HANDLING DIFFICULT PEOPLE

Realize difficult people often have an unmet need

- * Use active listening
- * Recognize problem may be an individual AND a group problem
- * Recognize that conflict can be constructive and destructive

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HANDLING DISAGREEMENTS

- * Do not take sides. Leader neutrality is crucial.
- * Focus on problem, not on people or personalities.
- * Practice active listening.
- * No “right” or “wrong” way but more practical/feasible way.
- * Group learns to accept w/o each approving.

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CONCLUSION

- * Know your leadership style/how to work with others
 - * Have a CAN DO attitude
 - * Understand how to build a strong team
 - * Value your team/let them know
 - * Actively promote open communications on team

CONCLUSION

- * **Conflict may arise so remember...**
 - * Conflict is everywhere –do not fear it
 - * Conflict can be healthy
 - * If becomes destructive, must act
 - * Resolving conflict is an agreed to process
 - * Be aware of perceptions, avoid assumptions
 - * Communication is the key –open and neutral

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