

# Managing and Avoiding Conflicts

## Summary of Club Connections Zoom Session Oct 2024

### Purpose:

The session aimed to educate club members on managing and avoiding conflict within their clubs while fostering shared experiences and building connections. Facilitator Michael King shared strategies, insights, and practical advice.

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### Key Topics Covered:

#### 1. Understanding Conflict in Clubs:

- Common causes of conflict include personal values, perceptions, conflicting goals, power dynamics, and communication styles.
- Conflict can stem from differences in communication approaches and decision-making styles (e.g., reactive vs. planned).

#### 2. Five Conflict Management Styles:

- **Accommodating:** Prioritising cooperation over assertiveness.
- **Avoiding:** Stepping away from conflict, which can prevent immediate issues but may allow problems to fester.
- **Collaborating:** Working together for mutual benefit but may lead to indecision.
- **Competing:** Focusing on personal goals, often at the expense of cooperation.
- **Compromising:** Balancing assertiveness and cooperation for a partial win-win solution.

3. Participants were encouraged to identify their default style and areas for improvement.

#### 4. Proactive Strategies:

- Acknowledge conflicts early to prevent escalation.
- Gather necessary information and set clear guidelines for resolution.
- Be decisive and communicate decisions transparently.
- Encourage members to present potential solutions when raising issues.
- Keep records of discussions and decisions to ensure accountability and clarity

## 5. Active Listening and Adaptability:

- Recognise and respect diverse communication and leadership styles within the club.
- Use empathy and active listening to acknowledge members' concerns.
- Meet face to face rather than managing via emails or texts
- Keep discussions focussed on the issue rather than personal grievances
- Adapt conflict resolution strategies to suit individual situations.

## 6. Importance of Strong Guidelines:

- Clubs should maintain clear policies, such as codes of conduct, to guide behavior and resolve disputes.
  - Informal discussions and early intervention are often preferable to formal grievance procedures.
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### Key Takeaways:

- Conflict is a natural part of group dynamics and can be managed effectively through communication, empathy, and structured strategies.
  - Clubs should focus on the shared purpose and values when resolving disagreements, prioritising the club's well-being over personal differences.
  - Leadership involves creating an inclusive environment where all voices are heard, ensuring decisions reflect the collective interest.
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### Actions for Clubs:

- Share the session's learnings with committee members and broader club networks.
- Encourage members to reflect on their conflict management styles and develop adaptability.
- Review and update club policies to ensure they effectively support conflict resolution.
- Promote open dialogue and proactive communication to build a culture of mutual respect and understanding.