



## WORKING TOGETHER & CONFLICT MANAGEMENT

Working together effectively as a team can be challenging when there are different personalities, leadership styles, experience levels, ages, and understanding of how the Association operates.

### **Work together to prevent conflict:**

- Set goals and discuss expectations
- Agree to ground rules
- Agree to respect differences of opinion
- Focus on the solution, not the problem
- Build relationships with all stakeholders

**Recognize conflict:** Assumptions and perceptions are often at the center of a conflict.

Possible causes:

- Strong differences of opinion
- Failure to communicate or listen effectively
- Misunderstanding about goals
- Unfamiliar with policies, procedures or bylaws
- Disagreement as to what has taken place
- Personality differences

**Manage conflict:** Do not fear. Conflict can be healthy. How you deal with it makes the difference. New ideas can emerge from conflict **IF** the energy can be funneled into developing constructive solutions.

Conflict resolution is a process that often results in positive change and growth for individuals and the Association, as well as the school community, staff and students. The key to successful conflict resolution is keeping the focus on the process and desired outcomes, not the personalities.

Connect with your Home & School Council, or the Federation, for support if situations are not resolved promptly or satisfactorily.

**Control conflict:** Work to contain the conflict. Maintain confidentiality and don't involve others who are not a part of the solution.

*Adapted from Palomar Council PTA*