



## 9. DEALING WITH CONFLICT

### CASE STUDIES

Read the examples given below.

EXAMPLE 1	EXAMPLE 2
<p>Kevin and Elijah are two volunteers within your volunteering group, who are also close friends outside of the volunteering group. Recently, you have noticed that they are no longer speaking to each other. When they are out on a call-out together, they will go through lengths to avoid each other when performing a task. This has made it quite difficult for the other team members to work with them while out at an incident as they refuse to work together.</p> <p>You have tried speaking to them both together to figure out what is going on between them, but both Kevin and Elijah were hesitant to speak up on what was going on with the other person in the room. Over time, you can see how this conflict will affect the team functioning and you realise that you need to manage it before it further impacts the team.</p>	<p>Bella has recently taken over the role of Training Officer within your group. Raynee, the previous Training Officer, is still volunteering with the group as an ordinary member. Previously, Raynee took on a more theoretical training approach, with some practical exercises and demonstrations to further capture the learning the volunteers were doing during the operational training sessions.</p> <p>Since taking over, Bella decided that she wanted to take on a more collaborative approach, whereby the volunteers are able to collectively suggest different ways of improving on the operational methods that are different from what is being taught in the formalised training sessions.</p> <p>Raynee believes that it is important to perform operational tasks according to procedure and will often disagree openly with Bella in the training sessions. As these disagreements have become quite disruptive to the training for all volunteers, you decide to have a chat with Bella and Raynee about their behaviours.</p>

1. Looking at the examples given above, what type of conflict would you say is present in each scenario (i.e., task vs. relationship)?

EXAMPLE 1	EXAMPLE 2
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2. What behaviours would you specifically address with each volunteer?

**EXAMPLE 1**

**EXAMPLE 2**

3. Referring to the conflict resolution strategies identified in **Tip Sheet 7: Dealing with Conflict**, how would you approach the situation to manage the conflict in each scenario?

**EXAMPLE 1**

**EXAMPLE 2**

