



CONFLICT PREVENTION AND MANAGEMENT: SCENARIOS

SCENARIO 1:

There is a girl in the troop who sometimes behaves in a rude manner with other girls and tends to put the other girls down. You want to address this behavior, but how?

SCENARIO 1 SOLUTION:

WHAT YOU CAN DO

- Have a conversation with the parent and girl about girl behavior and discuss the expected behavior and consequences if not followed

WHAT GIRL SCOUTS RIVER VALLEYS CAN DO

Document any situations or results

Provide resources to volunteers: Guide to Managing Girl Behavior & Girl Code of Conduct (available for download at Volunteers.GirlScoutsRV.org)

Note: It is beneficial for all troops to have a troop code of conduct created (by girls) and also have each girl sign a Girl Code of Conduct at the beginning of the year. If a troop agreement or code of conduct is in place, you can refer to those rules in discussing the behavior with the girl. If not, this is a great time to introduce the Code of Conduct. Be sure to follow up with parents to discuss and share.

SCENARIO 2:

After working together for a year, you have discovered that working with your co-leader is not such a good fit for you anymore. You want to continue lead, but not with her. How do you resolve?

SCENARIO 2 SOLUTION:

- Option 1: Using the self-resolution guidelines and having a difficult conversation: If you are willing to try to work through your differences to seek a better partnership, or maybe you never had the chance to discuss styles of leadership and individual roles, this would be a great time to get on the same page.
- Option 2: have an in-person conversation to discuss your decision, if you don't want to work with the other volunteer, you should ask your co-leader if he/she wants to lead this troop with another volunteer, or if you can assume the troop leader role with another volunteer. If you don't want to work with your co-leader, you either step down or form a new troop.

Note: We understand that the troop leader dynamic may not always work out, in those cases, if it is just no longer a good fit, it is encouraged that a one to one conversation is coordinated. If there is no clear breach of a Girl Scout policies or guidelines, it would be up to the two volunteers to decide who will continue to lead and who may need to embark on a new journey. Whomever is no longer interested in working with the other, is encouraged to consider forming a new troop or joining another troop.

If there are differences or concerns, it is still important and beneficial to address those situations in person—many times, the other party was unaware of the concern or how it may have impacted your experience; and it can generally be resolved without council involvement.