

LEAD – LEADER ENRICHMENT & DEVELOPMENT PREVENTING & DE-ESCALATING CONFLICT SITUATIONS

Purpose: To offer tips and resources in managing and preventing volunteer conflict

Length: 20 minutes

| Time | Activity | Materials Needed |
|-----------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 minutes | <ul style="list-style-type: none"> Getting Started: Review the Volunteer Relation Tips | <input type="checkbox"/> Laptop & projector (optional) <input type="checkbox"/> Volunteer Relation Tips Handout (available for download at Volunteers.GirlScoutsRV.org/enrichments) |
| 5 minutes | <ul style="list-style-type: none"> Scenario #1: Managing Girl Issues | <input type="checkbox"/> Projector and Conflict Prevention and Management PowerPoint (available for download at Volunteers.GirlScoutsRV.org/enrichments) <input type="checkbox"/> Post-its <input type="checkbox"/> Writing utensils |
| 5 minutes | <ul style="list-style-type: none"> Scenario #2: Having a Difficult Conversation | <input type="checkbox"/> Conflict Prevention and Management Scenarios handout (available for download at Volunteers.GirlScoutsRV.org/enrichments) <input type="checkbox"/> Post-its <input type="checkbox"/> Writing utensils |
| 5 minutes | <ul style="list-style-type: none"> Wrapping Up: Review the Volunteer Relations Tip II | <input type="checkbox"/> Volunteer Relations Tips Handout (available for download at Volunteers.GirlScoutsRV.org/enrichments) <input type="checkbox"/> Laptop & projector (optional) |

Getting Started: Volunteer Relation Tips

Time: 5 minutes

Materials Needed:

- Laptop & projector (optional)
- Volunteer Relations Tips Handout (available for download at Volunteers.GirlScoutsRV.org/enrichments)

Prep Needed:

- Print handout copies for all participants
- If no projector and screen available, print out a copy of the presentation and notes for talking points.



Steps:

1. Go through the PowerPoint slides. Discuss, what volunteer relations is, what conflict is, and how to know if there is conflict.
2. Review the first part of the handout and discuss any questions.

Scenario #1: Managing Girl Issues

Time: 5 minutes

Materials Needed:

- Projector and Conflict Prevention and Management PowerPoint (available for download at Volunteers.GirlScoutsRV.org/enrichments)
- Post-its
- Writing utensils

Steps:

1. Read scenario aloud
2. Allow 1-2 minutes to consider and write solution on a post it note.
3. Have volunteers post answer on wall.
4. Read a few answers from the wall.
5. Read the solution.

Scenario #2: Having a Difficult Conversation

Time: 5 minutes

Materials Needed:

- Conflict Prevention and Management Scenarios Handout (available for download at Volunteers.GirlScoutsRV.org/enrichments)
- Post-its
- Writing utensils

Steps:

1. Read scenario aloud.
2. Allow 1-2 minutes to consider and write solution on a post it note.
3. Have volunteers post answer on wall.
4. Read a few answers from the wall.
5. Read the solution.

Wrapping Up: Reviewing Volunteer Relations Tip

Time: 5 minutes

Materials Needed:

- (Optional) Laptop & projector
 - Copies of the Volunteer Relations II – Tips at your fingers handout (available upon request)
1. Review the remaining slides in the presentation or discuss the topics. Knowing your responsibilities as a volunteer is crucial in being able to be confident in how sensitive situations are managed. Be sure to include how to find Girl Scouts River Valleys' policies and resource information.
 2. (Optional) Review Part II of the Volunteer Relations – Tips at your fingers handout. This second handout is available upon request. Ask your volunteer support coordinator (gsvr.gs/su-support) if you need these documents.

