

CONFLICT RESOLUTION

Miriam D. Junge

Room – Large enough to accommodate the group with both classroom style seating and space to accommodate the group in four or five simultaneous breakout sessions.

- Head table with podium and microphone

Tools Needed – Flip chart, easel, felt markers, microphone (hand-held, if possible)

AGENDA

PRESENTER:

CALL TO ORDER

WELCOME: *(your own words ending with...now let's begin by getting better acquainted.*

First, I am going to ask each of you to respond to three questions and let's start right here in the front row.

(Since it is important for you to know who is making up your class, select three questions from the following list for each member of the group to answer.)

- Please give your name and the state where you are from?
- How long you have been a member?
- What is the highest office or chairmanship you have held?
- What prompted you to join the American Legion Auxiliary?

(Each person stands, faces the audience and uses the hand-held microphone when responding to your three questions. If the group is too large and depending upon the time you have allowed for the program, you may need to select every other one to answer your three questions)

PRESENTER: Wow, you are good! Wasn't that fun! You did a great job responding to those questions.

Now is there a former schoolteacher in the room? If so, please hold up your hand? *(If no response)* a current schoolteacher? *(If no response, ask for a volunteer - to come forward and then give her the packet of felt markers)*

You did a great job responding to the questions earlier - now I have two additional questions for you!

How many of you remember the TV Show Bewitched? Remember when Samantha was upset about something or she wanted to make changes - she would wiggle her nose and immediate change would take place?

Well, (today/afternoon/tonight) I am going to bestow that same magic power on each of you.

If you had the power to make two major changes in your Unit or District, what would they be? What changes would you like to make? Again, let's start right here in the front row.

(Each time a member states something she would like to see changed, etc. the person at the flipchart writes it down. Example: Boring meetings, better attendance, clicks, involve the Juniors, etc) Once the list is complete and depending upon the number in your workshop, group the list into workable categories. If you have four category groupings, then ask the attendees to count off: 1,2,3,4; 1,2,3,4. etc. then say

PRESENTER: All of the #1's will move to (select a place in the room for them) and the issues in Category One that you are to find solutions for are: (then read them from the flipchart)

Now all of the #2's will move to (select a place in another corner for them) and the issues in Category Two that you are to find solutions for are (then read Category Two items)

Will all of the #3's go to (select a place in the room for them) and the issues in Category Three that you are to find solutions for are: (then read them from the flipchart)

Now will the #4's go to (select a place in another corner for them) and the issues in Category Four that you are to find solutions for are (then read Category Four items)

(When everyone is in their assigned place, state.....)

Each group must select someone within your group to take notes – you now have 10 minutes to resolve your issues.

(When eight minutes has elapsed – announce they have 2 minutes left)

(Depending upon the amount of time that you were given for your workshop, I may allow them 2-3 minutes additional minutes – when the allotted time is up)

PRESENTER: Your time is up – let’s quickly return to our seats.

(When everyone is back in their seat)

Did you enjoy having that magic power? Well, like all of you I am eager to hear from our problem solver teams.

Will the person who is reporting for Category One, come to the front and lets hear from you! *(She uses the hand-held microphone)*

(After she reports, I always ask)

Does anyone who was part of the Category One solution team have anything additional to add? Anyone else? Didn’t they do a great job? *(Lead the applause)*

(Follow the same procedure for Category Two, Three and Four. After everyone has reported praise them for a job well done)

PRESENTER:

So often when individuals or a group of members have problems with other members in their Unit, District or Department, they write letters to the Department or the National Organization, in hopes of having someone from the outside solve their problems for them.

I am hopeful that after participating in this exercise of problem solving, that each of you will have recognized the importance of openly outlining the problems areas, and then through group discussion, consider the steps necessary to resolve the conflict.

Now I want each of you to take a piece of paper...if you are right handed, I want you to write your name with your left hand. If you are left handed, I want you to write your name with your right hand.

Was that uncomfortable?

Now let’s do that same exercise again? Was that a little easier to do? Is your name becoming a little easier to write?

Now I want you to write your name the third time? Is it getting a little easier? Is your name becoming a little more legible?

Each time that you want to a make change, or to undo something that “you have always done a certain way”, remember the more that you work at it, the easier it will become.

Are there questions on anything that we have covered?

Congratulations, I am really proud of you!

CONFLICT RESOLUTION
National Membership Workshop
Miriam D. Junge

Among the new and exciting additions to the Unit Development & Revitalization Program this year is Conflict Resolution.

You see it is a known fact that throughout our organization our members have differences of opinions. In some Units such diversity is a good thing, because dialogue can result in new ideas and new and exciting ways of doing business. However, it became apparent to me this past year that when younger members did in fact want to become more involved, the more seasoned members in many instances were not ready to give up their power.

Younger members offered suggestions for change and again the more seasoned members shot them down.

Younger members were saying, “teach us how to do things properly” – while the more seasoned members were saying “we have worked for many years to build this Unit and now you are trying to throw us out”. Not so says the younger members and the exchanges go on.

It is a known fact that each year Membership Chairmen on all levels spend untold hours enrolling new members, who often times drop their membership after one or two years because of boring meeting, dissention, etc. Sound familiar – we must stop this revolving door! It is my personal opinion many of the issues plaguing our Units can and will be resolved through Conflict Resolution.

We are hopeful to incorporate the Conflict Resolution Program as part of the Unit Development and Revitalization segment during the National Information Conferences.

And I am pleased to announce that it will be an important segment of the UD&R Program that we will gladly bring to your Department. We just need YOU to extend the invitation!