

Conflict Management Guide

Disagreements are a normal part of working together, and when handled respectfully, they can strengthen communication, build understanding, and support positive relationships.

USAGSO is committed to providing a supportive, fair, and respectful process for addressing concerns. We recognize that everyone has both a personal interest in and a shared responsibility for resolving conflicts in which they are involved. Because those closest to a situation are often best positioned to resolve it, volunteers are encouraged to work together to address concerns before escalating the matter to staff whenever appropriate.

Whenever possible, concerns should be discussed through a calm, respectful conversation by phone or in person. Email, text messages, and social media are generally not the most effective ways to resolve conflict, as they can easily lead to misunderstandings.

Below are potential scenarios and steps to follow before escalating a conflict or concern. Please use the Conflict Management Template (page 2) to guide the conversation.

- **Girls in a Troop:** Has the troop leader addressed this situation? Has the troop leader worked with the girls, parents, and other troop volunteers to resolve this matter? If it cannot be resolved at the troop level, has the Overseas Committee Chair (OCC) been asked to assist as a mediator for the troop?
- **Adults within a Troop:** Has the troop leader addressed the situation? Has the troop leader mediated with the parties involved? If it cannot be resolved at the troop level, has the OCC been asked to assist as a mediator for the troop?
- **Volunteers:** Has the troop leader/OCMT member/volunteer worked to address the situation? If it cannot be resolved between the volunteers, has the OCC been asked to assist as a mediator for the troop?
- **OCMT:** Have members of the OCMT worked together to address the situation? If it cannot be resolved between OCMT members, has the OCC been asked to assist as a mediator? If the OCC cannot mediate, has the USAGSO membership manager been asked to mediate the conflict?

Conflict/Problem Escalation Procedures

If a concern can't be resolved, please contact USAGSO staff and submit a completed Conflict Management Template (page 2).

Once received, staff will review the situation by gathering information from all parties involved through calls, emails, or meetings. Please allow at least 10 business days for this process.

After the review, USAGSO staff will share a resolution with everyone involved. In some cases, an outside mediator may be brought in to help support the process.

CONFLICT MANAGEMENT NOTES TEMPLATE



Overseas Committee:

Date:

Troop Number:

Person sharing concern:

Concern:

Who is involved?

When did it happen?

Location?

What happened?

My response/recommended actions:

Name of person completing this form:

If you are unable to resolve this concern, please submit this completed form to USAGSO.
overseascustomer@girlscouts.org.