

# 8 Conflict – Managing it Creatively

## Reflecting on Conflict

1. What are some key sources of conflict for school board trustees?
2. When do they tend to occur? Are there predictable times in the year when conflicts may be more likely to arise?
3. Who are the people who might be in conflict?
4. What is the trustee's role with respect to resolving conflicts?
5. When trustees participate in resolving conflicts, are solutions generated on a case-by-case basis, or is there a system in place to address conflicts in general?
6. Are there certain factors in the environment or organizational culture that support trustees involved in resolving conflicts?
7. Are there factors in the environment or organizational culture that make conflicts more difficult to resolve?
8. Many elements influence our perceptions of and responses to conflict. These elements include: culture, race, & ethnicity; gender & sexuality; knowledge; impressions of the messenger; and previous experiences. Do any of these factors play a role in the conflicts in your work setting?