



Implementing a Conflict Management Process – Developing a Plan

Facilitators' Instructions: Invite individual trustees to think and write about the questions below. Then have a discussion in small groups about individuals' ideas. The purpose of this activity is to have trustees start with themselves, then move to thinking about a possible conflict management process they could use with their board colleagues.

1. Think of a typical conflict you encounter as a trustee. What information from this workshop could you use to help you resolve the conflict?
2. What are some of the conditions you would like to have in place that would make the resolution of these conflicts less problematic?
3. How could you begin to put these conditions in place?
4. Who would need to be involved in the planning and implementation?
5. When and where could the planning begin?
6. What obstacles might arise?
7. How could these obstacles be overcome?
8. What would the ideal outcome of your planning be?
9. Could this planning be connected to the board's code of conduct?
10. Could you engage other trustees in the development of your plan?