Conflict to Collaboration

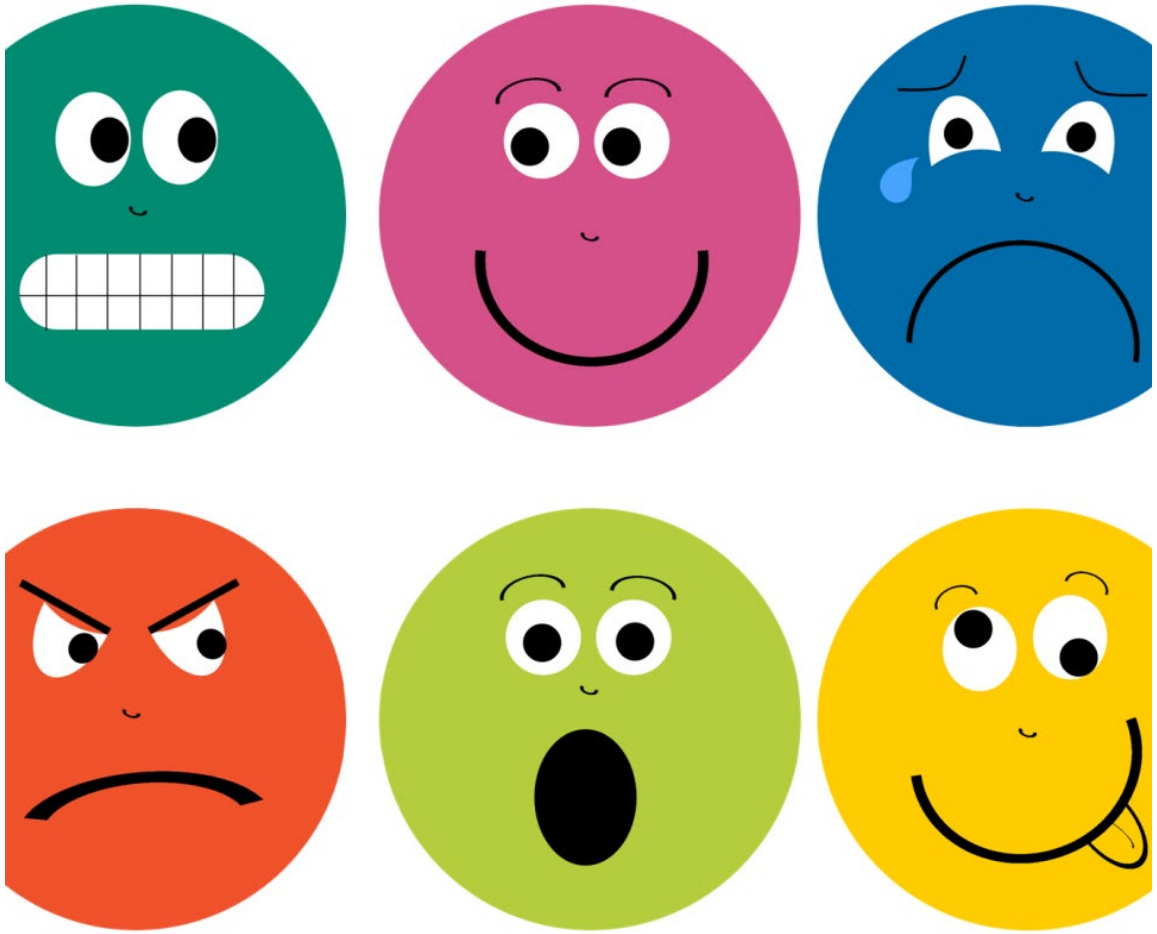


Jennifer Weichel, MPA, CVA

- Professional with 32 years of experience
- Volunteer Specialist
- Wife, Mom, Nana, Volunteer, Quilter







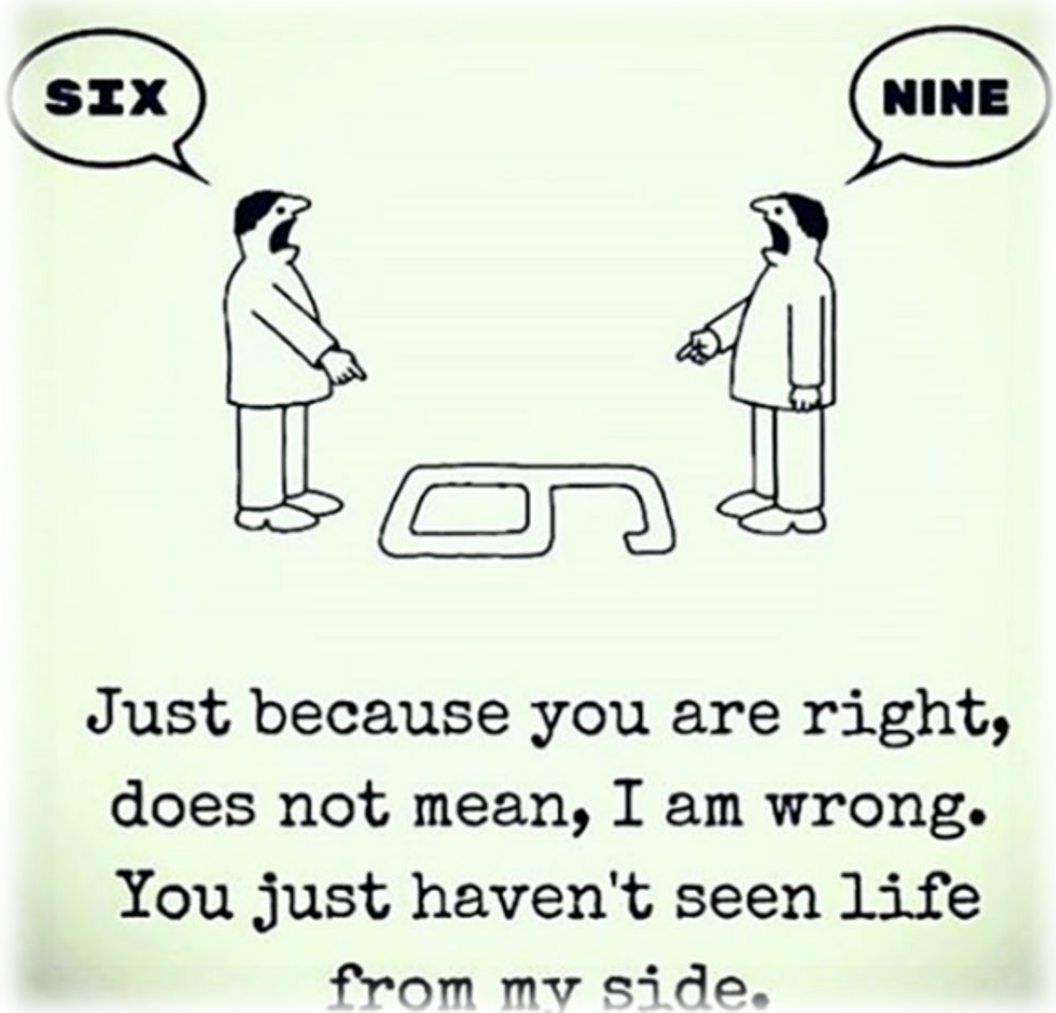
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How do you feel when you need to have a difficult conversation with a volunteer?

Objectives for our time

- Feel confident handling conflict and situations with volunteers
- Develop strategies for “re-solving” conflicts
- Identify a path for the volunteer moving forward
- Understand communication is key




SIX
NINE
Just because you are right,
does not mean, I am wrong.
You just haven't seen life
from my side.

MYTHS ABOUT CHALLENGING VOLUNTEERS

There is good in everyone; I just have to find it in _____.

I can change or bring them around.

I think it's just me, no once else notices.

If I ignore the problem it will go away.

If I tune them out they will go away.

If I confront them it will only get worse for everyone.

If I really am caring, good at my job I could fix this, handle this, get it under control…

If I push them out they will be mad at me.

If they leave, the program will die.

What’s at Stake?



Relationships



Organizational Identity



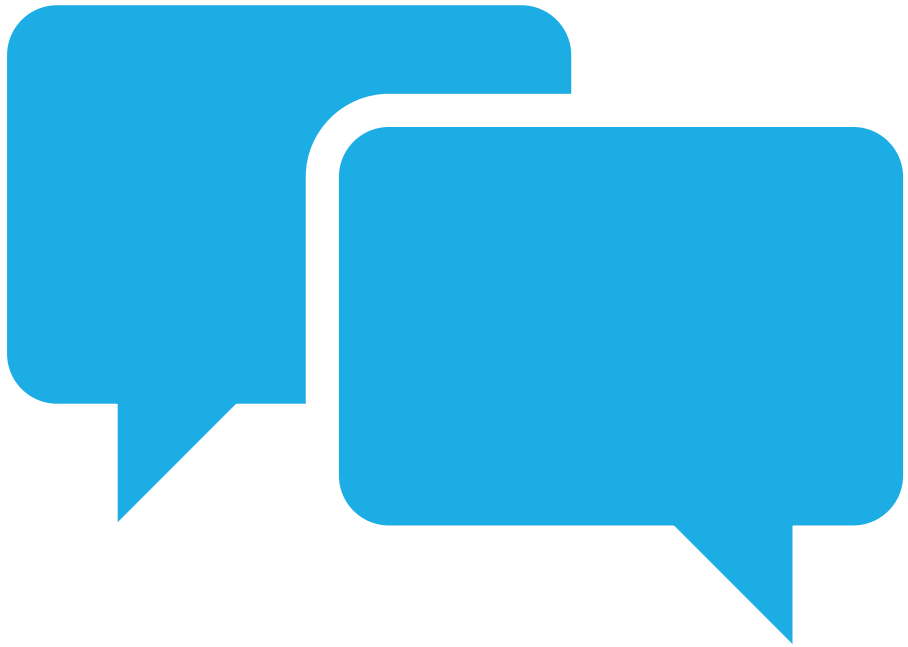
Your Personal Reputation



Customer Service

Mindset for Volunteer Leadership

- Guide vs Control
- Structure creates success
- Focus on outcomes



Matching Response to Risk

Level 1 —Coachable concerns

Misunderstandings or minor behavior issues; address with conversation and clarification.

Level 2 —Escalating conflict

Visible and emotionally charged; intervene early to prevent spread and polarization.

Level 3 —High risk

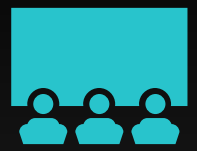
Safety, serious policy violations, legal exposure, or reputational harm; escalate immediately and get support.

Key question: What is at risk if this continues?

PALS Approach



Pause



Act

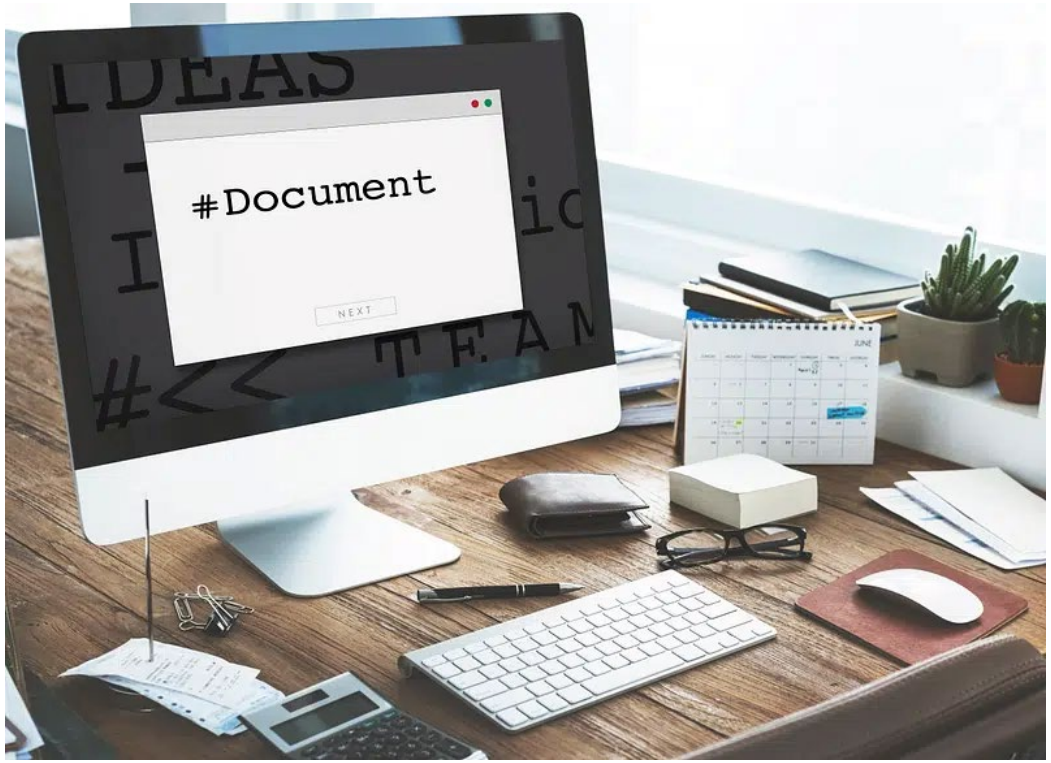


Listen



Speak





Documentation in Volunteer Central

Re-Solving Pathways

- Retrain
- Redesign
- Reassign
- Refer
- Retire



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Retrain







Redesign

Adjust the role or provide additional support mechanisms.

Reassign

Are they in the right position?



Refer

- Another Department
- Another Organization



RETIRE

- Succession Planning
- Shared Leadership
- Resource Person
- Dismissed



Big Personalities and Ego's

Ambiguity

Domination

Influence

Recognition

Scenario One: A group conducted a fundraiser this weekend to benefit your program to your surprise and did not follow your organization's policies or procedures. What do you do?

Scenario Two: Jonah regularly misses deadlines. As the director, you hold everyone accountable for meeting deadlines. Jonah believes in asking forgiveness vs permission. What do you do?

Scenario Three: A long-time volunteer publicly challenges decisions and dismisses others' ideas, affecting moral and group dynamics. What do you do?

Scenario Four: An angry parent storms into your space and demands answers about a hot-button situation with their child. How do you respond?

Scenario Five: Several volunteers are upset about a recent decision; none have talked directly to you, but you have heard through the grapevine. What do you do?

STAY ON TRACK …

1. BUILD RELATIONSHIPS
2. BE CLEAR AND CONSISTENT
3. REDIRECT RESPECTFULLY
4. CHANNEL STRENGTHS
5. ADDRESS ISSUES EARLY

Thank you

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