



This *How To . . .* sheet is about how to deal with conflict or arguments when they happen in meetings.



## 1. What is Conflict?

Conflict happens when people:

- Get angry
- Disagree about an issue or a decision
- Say insults or speak badly to others
- Feel stressed and unhappy
- Feel they are not listened to

Conflict in meetings can lead to fights and people feeling hurt or upset.

## 2. How to Stop Conflict in Meetings

Sometimes people disagree and that is OK, but no one should feel unsafe or scared to speak up in a meeting.

To help stop conflict in meetings you should:

- Start the meeting by telling everyone that the meeting is a safe place and everyone has the right to speak up.
- Let everyone know it is OK to ask questions.
- Treat everyone with respect.
- Listen when people are talking and don't interrupt.
- Support everyone to have their say.



### 3. What you can do when people disagree

- Call a 10-minute break if people are angry or arguing.
- Control your anger by taking a big breath before you speak.
- Respect everyone's opinions and ideas.
- Understand it is OK for people to have ideas that you do not agree with.
- Work together as a team to fix any problems.
- Support anyone who gets upset and ask them to talk about their issues.
- Vote on ideas to find some that you all agree with.
- At the end of the meeting talk about what worked and what could be done better.

### 4. One last thing

Remember that sometimes not everyone will be happy about a decision made in a meeting and that is OK.

The important thing is that everyone has the chance to take part in the meeting, and to have their say.