

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.