

Handout 2: Conflict Resolution Case Study

Background

Two Leaders within the same Scout Section are organising a summer fun day together for the whole Group.

Christine is the Assistant Scout Leader. She has a young family and works full time. She occasionally misses meetings at the last minute due to other commitments, and is often late. She joined Scouting 9 months ago. She is eager to contribute and suggest lots of new programme ideas to do with the young people, but has met resistance from well-established Leaders.

Roger is retired and has few other commitments. He has been involved with Scouting for many years and has been Scout Leader for 5 years. He has successfully grown the Section from 10 to 22 Scouts in that time. He is well liked within the group and has organised successful summer fun days for the last 2 years.

The Conflict

In their initial planning meeting several months ago, Christine and Roger agreed that Roger would take charge of the logistical arrangements and resources for the day, and that Christine would plan the programme and organise the activities.

Christine has missed the last two planning meetings. She has planned and made initial arrangements for several activities for the fun day, including archery and Backwoods cooking. However, due to missing meetings she hasn't yet had a chance to tell the rest of the planning team.

As Roger has not heard from Christine for the last few weeks he has assumed that nothing has been planned and has started to make his own enquiries about activities.

Christine speaks to Julie, the GSL, about running the climbing wall at the fun day. Julie tells her that she is happy to do it but Roger has already asked her. Christine is upset as she feels this is her job and confides to Julie that she feels Roger is undermining her in organising this event and ignoring her contribution. When Roger had spoken to Julie about running the climbing wall he had also mentioned that he felt he was having to do more than his fair share of the work, and that he thought Christine wasn't pulling her weight.

Task

You are advising Julie, the GSL.

- As a group, discuss the situation above.
- Decide how Julie could manage this situation to an acceptable outcome.

Consider

- Who is advising Julie – her line manager, the DC? Another GSL? A Scouting friend?
- The perspectives of the different parties involved and how this might influence events?
- What potential problems may occur as a result of this situation and feelings of the individuals involved?
- How should the expectations of the individuals involved be managed?
- What steps would you take to resolve the situation?