

# Managing a Conflict Resolution Meeting

Last updated: 1 April 2025

## Background

A **conflict resolution meeting** is a dedicated meeting to address persistent or significant problem relating to something that has occurred at Club level. If it is between club members, it is often most efficient when mediated by a third party. The challenge for the facilitation of these meetings is the perception of neutrality, so it is useful to have some clear parameters around expected and respectful behaviour, for all parties.

## How to Action?

1. Establish some ground rules.
  - Such as privacy and confidentiality
  - The use of I /me statements
  - Focus on the problem not the people
  - Look ahead – what could the future look like
2. Identify and involve all parties
  - Some people may want a support person present (need ground rules around their participation)
3. Set a time limit.
  - don't spend too long on rehashing the past
  - focus on identifying the cause of the conflict
  - Provide equal length of time to share feelings
4. Safe environment
  - Private and confidential
  - Ensure breaks are taken if emotions get high
  - Everyone should feel heard and respected
5. Summarize
  - As the discussion progresses: Restate the main facts and the emotional impact, on both sides
  - At completion: summarize the important components
6. Develop an action plan
  - looking for understanding, collaboration and compromise.

## References

[Tips on Managing a Meeting](#)

[Support person](#)