





Board Conflict

Thinking about conflict resolution

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It goes without saying that working together isn't always easy ...



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- Change
- Limitations
- Board makeup
- Board leadership
- Board members
- Management

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Conflict?
What conflict?

“I'm gonna make him an offer he can't refuse”
— Don Corleone



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Conflict is emotional.

Conflict is hard.

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Strategies for managing conflict



- Withdrawal (L-L)
- Forcing (W-L)
- Conciliation (L-W)
- Compromise (?-?)
- Assertive (W-W)


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- Respectful negotiation
- Effective conflict resolution is **what is right not who is right**
- Never Aggressive. Use to explain perspectives. If handled appropriately may be an opportunity to educate the other party involved.



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On the other hand, let's try:

LEEN – A model for conflict resolution

- L- Listen
- E- Empathize
- E- Explain
- N- Negotiate




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- Meet in private, not In Camera
- Leadership ... again
- But, what do you do when the board chair can't help?

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Managing conflict between the board and external parties?



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Practice makes perfect progress

- Understand the situation
- Acknowledge the problem
- Be patient
- Don't coerce or intimidate
- Focus on the problem, not the individual/people
- Establish guidelines
- Keep communicating
- Act decisively

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