



SUBU
Students' Union
Bournemouth University

Conflict Resolution

A large group of students, mostly young adults, are posing for a group photo in front of a modern building. The building has large windows with 'SUBU' and 'FRESHERS' signs. The students are dressed in casual clothing, some holding flags and others holding signs. The overall atmosphere is festive and energetic.

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***Why conflict
resolution matters in
student leadership***

Common Causes of Conflict

Poor Communication

- Assumptions, lack of clarity, or misinterpreted messages

Unclear Roles & Expectations

- Overlapping responsibilities or unmet commitments

Personality Differences

- Diverse backgrounds and working styles

Stress & External Pressures

- Academic deadlines, personal issues, burnout

Blame



Responding to Conflict

- Step 1: Stay Calm & Objective
- Step 2: Listen to Understand
- Step 3: Clarify & Reflect
- Step 4: Collaborate on Solutions
- Step 5: Follow Up



Conflict Prevention Strategies

Set Clear Expectations Early

- Define roles, responsibilities, and decision-making processes

Open Communication

- Regular check-ins, feedback culture, and active listening

Build Trust & Respect

- Follow through on commitments, avoid gossip, and celebrate wins

Create Inclusive Spaces

- Encourage diverse voices and respectful disagreement

Quick tips for resolving conflict



Mediation & Formal Support

When to Mediate

- If informal resolution fails or emotions run high

Role of President or Secretary

- Neutral facilitation, ensuring fairness

Involve the Student Union

- For serious or unresolved issues, escalate respectfully



Quiz – What is your conflict resolution style?



Takeaways

- Conflict isn't failure—it's a chance to grow
- Prevention is better than cure:
communicate early and often
- You're not alone—use your support
systems





Thank you

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