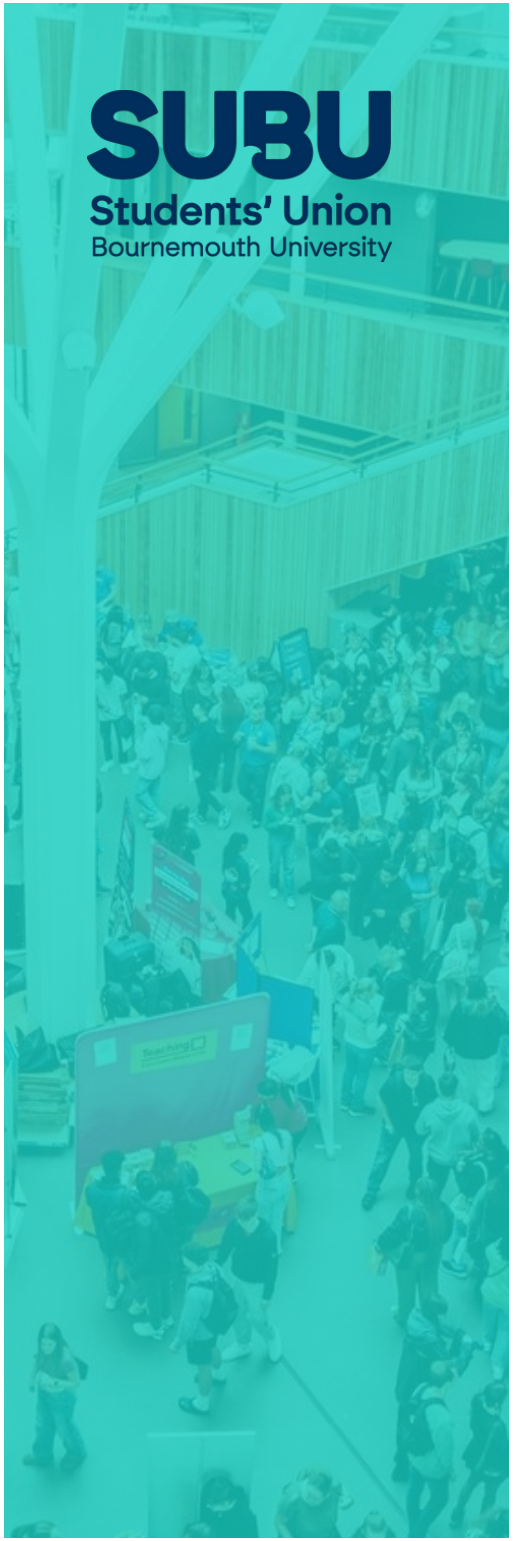


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Conflict Resolution


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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

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Blame



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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



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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

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Quick tips for resolving conflict



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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



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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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