SAMPLE|HOW TO RESOLVE CONFLICTS IN MEETINGS

asia catalyst

Note: This is a sample low-to-high intervention plan for the fifth scenario in How to Resolve Conflicts in Meetings for your reference.

For Quiet Participants	For Overly-Active Participants
Encourage new staff, female staff, or other quiet staff to speak first at meetings.	Interrupt the person if he or she is dominating the conversation, and ask for others' opinions.
Pre-meeting preparation to create an equal and tolerant environment.	Assign other roles to the ones who speak a lot, for example, notetaking.
Understand each individual's needs and qualities; for instance, some have never participated in meetings like yours, thus they may need more encouragement.	Ask them to summarize issues.
Take turns facilitating meetings.	If a person keeps talking, you can say: "I am a bit worried about our time. Can you summarize your main points in one sentence?"
Inform staff and volunteers about the meeting agenda, provide them with homework, and ask them to report at meetings.	Break the meeting down into smaller groups and put all of the dominant participants into one group, which can help them realize their problems; report by groups.
Some volunteers may not understand the situation clearly, so ask staff to share relevant experiences with the volunteers.	
Have private conversations with the quiet people to ask their opinions on the contents of the meeting and why they have not been participating. If a person is not willing to speak voluntarily, the facilitator may voice the person's opinions on his or her behalf.	The facilitator should limit discussion by frequent speakers and adjust topics to motivate the quiet ones in order to engage them in conversations.
Invite volunteers to a meeting just for them and ask them to raise suggestions on your organization's work.	Have one-on-one conversations with problematic individuals during a break, letting him or her know that their behavior has hindered the progress of the meeting and the group's ability to reach its goals.