

Conflict Conversation Prep Worksheet

At Girl Scouts of Western Washington, we believe in creating a safe, positive environment for all members—and that includes handling conflict with kindness, honesty, and respect. This worksheet will help you prepare for a productive conversation when disagreements arise. Review the [Conflict Resolution Guide](#) before you begin. Connect with your service unit manager or volunteer support manager for advice and/or support resources.

Prepare for Your Conversation

What is the issue?

Example: A caregiver has repeatedly arrived late for pickup.

Why does it matter?

Example: It causes safety concerns for the Girl Scout and stress for the volunteers left waiting.

What outcome would you like?

Example: The caregiver arrives on time or arranges alternate pickup when necessary.

What have you tried already?

Example: Sent reminder emails about pickup times.

What key points do you want to cover?

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Open-ended questions you might ask:

Think of 1–2 questions that invite dialogue:

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Planning Your Approach

Who needs to be involved?

- ☐ Just you and the caregiver
- ☐ Another troop volunteer
- ☐ Other:

How will you reach out?

- ☐ In person
- ☐ By phone
- ☐ Brief email to request a conversation

When and where?

Choose a private, neutral, and calm setting, without youth present.

What Will You Say?**Key points to cover:**

- State the issue clearly and factually
- Share how it affects the troop or Girl Scouts
- Express your desire to work together on a solution
- Offer a proposed resolution or ask for ideas

After the Conversation**What follow-up is needed?**

- ☐ Confirm agreed-upon next steps
- ☐ Document what was discussed in a summary email
- ☐ Notify service unit manager or council staff if needed for support