

Short & Snappy

Solving Conflict Among Girls

What's a Short & Snappy?

- A short training/information segment provided at a Service Unit meeting or for leaders to use at troop meetings.
- Any interested volunteer may lead a Short and Snappy.
- Short & Snappies are usually 10-45 minutes in length.

Things to Remember

- Stay within the allotted time (you're taking up a piece of their agenda time).
- If you don't know the answer, seek the correct answer from the appropriate person.
- Bring the necessary supplies for your short & snappy.

What you'll need

- Cutout of the scenarios on page 3.
- Printed short & snappy examples.
- Open space for discussions

Introduction

5 minutes

Dealing with conflict is part of our normal day to day. Whether in Girl Scouts or anywhere else, disagreements with others are bound to happen. We tend to think of conflict as a negative experience, however, conflict can also be turned into something positive. Conflict is the result of difference of opinions, therefore, when a conflict arises, open conversations can be had about the issue that can lead to progress and growth.

Learning how to navigate conflict and find resolutions is an essential life skill for girls of any age to develop. This can help girls develop skills like empathy, communication, and teamwork. Preteens and teens often face heightened emotions and peer dynamics, making this skill critical for their growth.

There is no one right way to handle all conflicts – approaches differ depending on the nature of the conflict. Recognizing that there are “options” in conflict situations is one of the first steps toward resolution.

Conflict Styles:

Conflict styles refer to the different ways people approach and handle disagreements or disputes. There are 5 main styles:

1. **Avoiding:** involves steering clear of the conflict altogether, which can work for minor issues but can lead to having unresolved conflicts.
2. **Accommodating:** focuses on prioritizing the other person's needs over your own, which can solve the conflict at the moment but may lead to resentment if overused.
3. **Compromising:** seeks a middle ground where both persons give something up to reach a resolution though this might not always be possible.
4. **Competing:** is a win-lose approach where one person seeks to assert their way, often at the expense of others which can grow the tension.
5. **Collaborating:** involves working together to find a mutually beneficial solution, making it ideal for fostering teamwork and long-term trust.



Understanding these styles can help troop leaders navigate conflicts effectively and encourage girls to approach disagreements in constructive ways.

Conflict Resolution Model: “Stop, Talk, Listen”

The “Stop, Talk, Listen” model is a simple and effective framework for resolving conflicts, especially among preteens and teenage girls.

Stop encourage all of those involved to pause, take a deep breath, and identify the issue before emotions escalate. This step helps create a calm environment and prevent further escalation.

Talk focuses on using “I” statements to express feelings and perspectives without placing blame. Examples: I feel, I think, I am sad about. This approach promotes open communication and reduces defensiveness.

Listen emphasizes active listening, where each person fully hears and tries to understand the other persons’ point of view without interruptions or judgement.

Here’s an example of what that might look like in a troop setting. Say you encounter a disagreement amongst two girls in your troop that seems its might be escalating:

- The first thing you would want to do is to ask the girls involved to pause, wait a few seconds before you move to the next step of identifying the issue.
- Ask the girls to each share their point of view using “I” statements. You may need to remind them to not interrupt each other and rather than listen to respond simply listen to understand the other’s point of view. Remember that if using “I” statements are new to them, you may need to correct or give examples.
- Your last step is to help guide them to the best resolution to their disagreement. You can refer to the 5 Conflict Styles to figure out what would be the best resolution in this case. Remember that you are only guiding them with the goal of them learning to navigate conflict independently.

Role Play Scenarios

10-12 minutes

Now that we have covered the Stop, Talk and Listen model, we are going to practice what that would look like in a troop setting. Instructions:

1. Split participants into groups of 3-4.
2. Provide each group with a scenario from the list below.
3. Assign roles within each group.
 - 1- troop leader
 - 1- bystander
 - 2- Girl Scouts in conflict
4. Troop leader will guide the Girl Scouts through the resolution process using “Stop, Talk, Listen”. Bystanders will take notes on what worked well or what could be improved.
5. Rotate roles if time permits.
6. Once each group has had the time to roleplay their scenarios ask them to share with the rest of the group their key takeaways.



As troop leaders, you have the opportunity to shape how these girls view and handle conflict. By modeling effective resolution strategies, you empower them to build strong relationships and become confident in their problem-solving skills.

Cut out each of these scenarios or create your own to use for the Role-Playing Scenarios activity.

Julie and Ana, two Daisy Girl Scouts are working on an arts & craft project. Ana is upset that Julie used all the pink pompoms because she wanted to make a picture frame with pink and blue pompoms because those are her mom's favorite colors.

In your Junior troop, you've notice that Mia has been distancing herself from the troop. When you finally approach Mia, she tells you that a group of girls from the troop have been making fun of her glasses. Mia is the only girl in troop that wears glasses, and she has heard the other girls call her "4 eyes".

Two Cadette girls are arguing as they are trying to decide where to go for the troops yearly trip. One of them want to visit an amusement park while the other wants to go camping.

Emma and Stella are arguing about something that happened at school. Emma and Stella attend the same high school, and their friends seem to not be getting along. Stella is continuing the fight during your troop meeting.

