

Turning Around Conflict on Your Board

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Association of Alaska School Boards

Conflict on your Board - Setting the stage:

Conflict is inevitable

For good ideas and true innovation, you
need human interaction, conflict,
argument, debate.

Margaret Heffernan

It's no Wonder we have issues!

75% people are significantly

- *Diverse members
- *Passionate people
- *Shared leadership
- *Political positions



**"I don't like to be difficult, but
it's the only thing I'm really good at!"**

Conflict on your Board - Setting the stage:

Causes of conflict

Change

Diversity

Limitations

Innovation

Conflict on your Board - Setting the stage:

**Conflict has consequences -
good & bad**

Board Effectiveness

Board Stability

Board Respect

Student Achievement

Conflict on your Board - Setting the stage

Conflict management - who is responsible

The board

The board chair

The superintendent

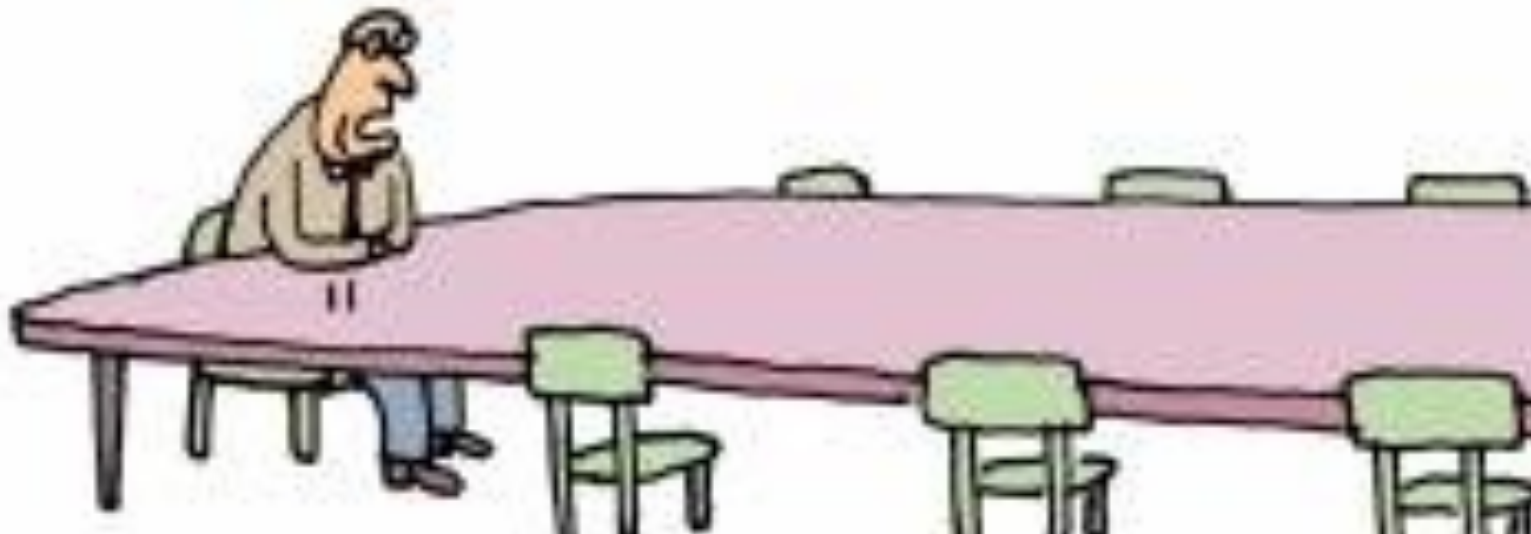
So who are these ROGUE Board Members

- willful disregard of rules
- routinely uses *implied* authority
- micro-manager with an over-inflated opinion of his or her abilities
- seeks alliances for personal agenda
- does not subscribe to a code of ethics

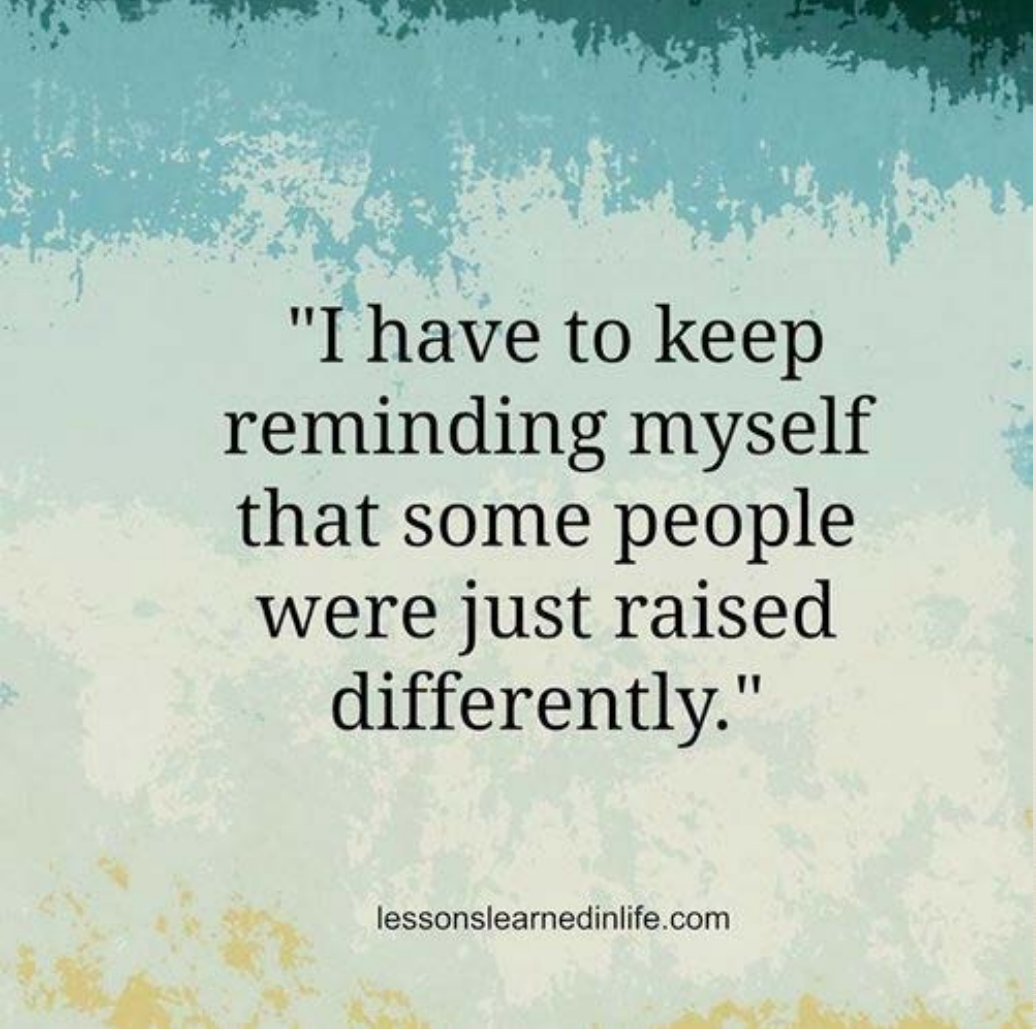


Sharing stories bad behavior

TO BEGIN WITH,
I'D LIKE TO APOLOGISE
FOR MY BEHAVIOUR AT
OUR RECENT MEETING!



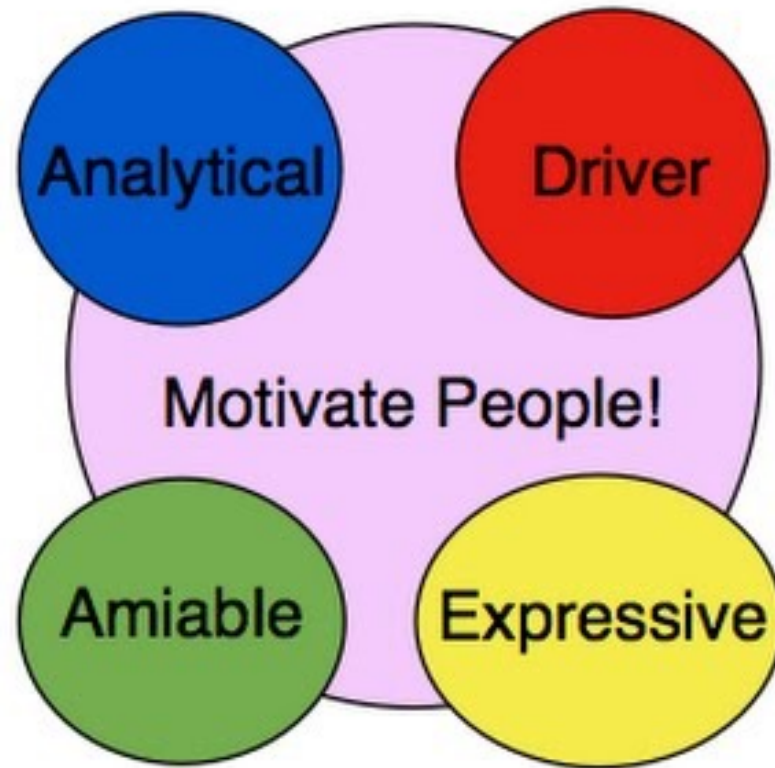
What Can be Done?



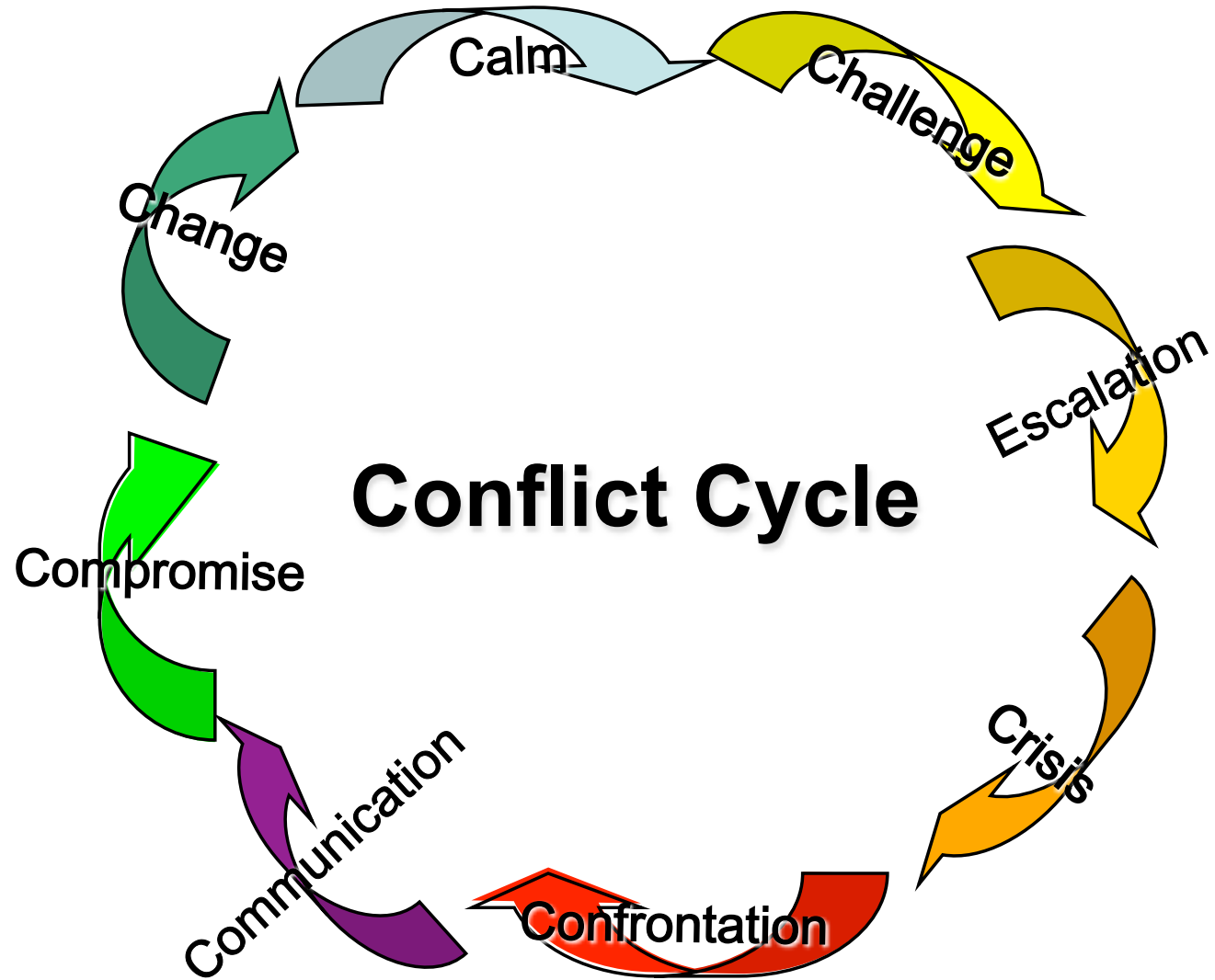
"I have to keep reminding myself that some people were just raised differently."

lessonslearnedinlife.com

Nothing! Well almost nothing!



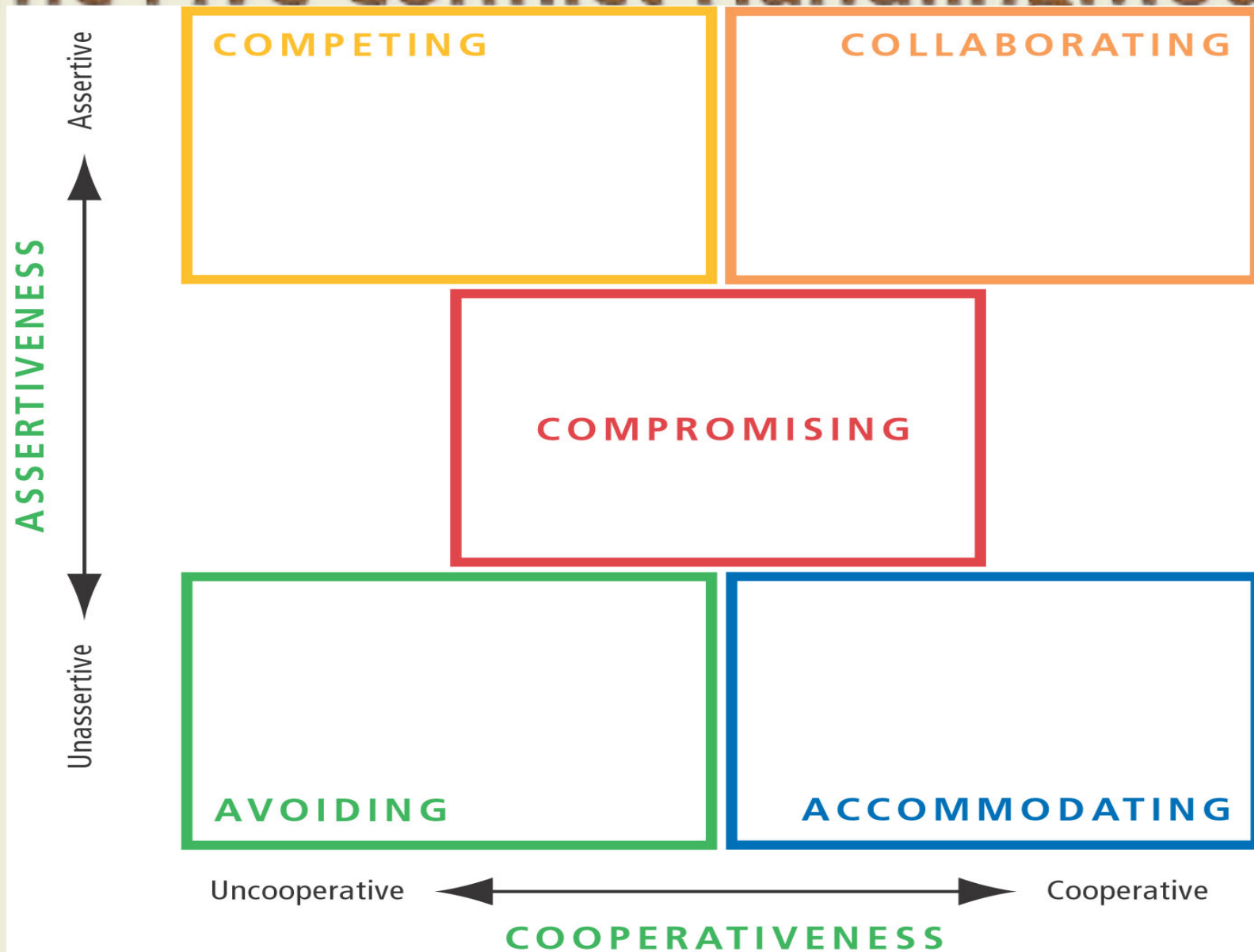
Working Styles





- Assess the situation
- Stop wishing they were different
- Take a step back
- Formulate a plan
- Implement your plan
- Monitor effectiveness

The Five Conflict-Handling Modes



Association of Alaska School Boards
Advocates for Alaska's Youth



cross cultural communication

Group Dynamics

Righteousness, Entrenched, Peer Pressure, Escalation



**“I suppose I’ll be the one
to mention the elephant in the room.”**

Turnaround - Board Norms

- Board Culture
- Build Relationships
- Resolve without hesitation!



Change your Behavior

Understand the difficult person's behavior before it gets out of hand

Place the difficult person's behavior under a magnifying glass

See the motive behind it

Do not let the
behaviour of
others
destroy your
inner peace.

www.healthythoughts.in

Find Common Ground

- Emphasize your similarities
- Find common ground
- Reducing differences is essential





Try to visualize solutions

Watch your body language

Push back respectfully

Call the bully on their behavior

Focus on THEM not on how you feel

What did you just say to me/us?

Your language is disrespectful if you want to speak to me...

I will no longer tolerate your abusive behavior

Instead of "I feel" flip it to YOU

Team up with others

Hold a board retreat with facilitator

Bullies admire people who don't let

them get away with bad behavior

Take command and stop behavior calmly
and respectfully

Be firm and clear

Instead of yelling back pull out pen
paper and ask them to repeat

Analyze your behavior

Maintain sense of humor

Maintain your emotional stability and
self confidence

Portray positive attitude

If they do not see they are getting to you
they will stop

You can turn around conflict on your board!

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We at AASB are always here to help you!

