

Covid-19 Dealing with Challenging Situations with Volunteers

Stay Neutral

Firstly establish reason for conflict - contact each party separately. They may need persuading. Stay neutral.



Agreement

Conclude by ensuring both sides understand what has been agreed to move forward. Hopefully this will be a desire for resolution; however agreement may well be a desire not to work with one another again.



Meet Together

Try and get each party to meet together, with you as facilitator virtually online.

Privacy

Conduct the 'meeting' where the conversation cannot be overheard or seen. Record this meeting where possible – to ensure you have a document to refer back to. Set some ground rules: respect, no interrupting, use of language, sharing own views.



Change the Role

A solution may be to change the role or the time that the volunteer works to avoid further conflict.

Take a Break

Offer a structured break in volunteering. The individual may have fatigue or other outside contributing factors.

Explore the Issue

Each party be gently encouraged to explore: how the behaviour affects them, how they feel, what they would like to change.

Termination of a Role

If the volunteer is not willing to change and is putting themselves and others at risk; do not be afraid to terminate their volunteering activity. Put this in writing, clearly stating your reasons for doing so, and the processes that have been followed that have led to this decision.



Resolution

Try to establish a common ground for resolution i.e. willingness to resolve the matter, agreement to change behaviour, desire to continue dealing with one another.

Further information to each top tip can be found on www.communityactionsuffolk.org.uk

