

# Helping VISTAs Address Conflict V-Cast



## Key Points

- Conflict can make or break a professional or personal relationship.
- VISTAs, and even supervisors, who are uncomfortable with conflict may try to use their VISTA leader to solve their problems for them.
- It's not the VISTA leader's job to solve problems that belong to others, but it is the leader's job to offer coaching and guidance to help VISTAs gain insight that enables them address the challenges they face.
- It's important to understand that conflict ignites a fear response, which leads to a sense of feeling overwhelmed. One solution to this feeling is asking, "How?" This question allows us to bypass the brain's fear response and to focus instead on the brain's problem-solving abilities.
- When a VISTA leader thinks they have the perfect answer for the VISTA, that's the time to definitely not share it with them. Instead, help the VISTA find answers on their own.
- Leaders can benefit from having a set of guidelines and a framework to help VISTAs address conflict situations.
- The guidelines should help VISTAs feel supported and to reflect on what they truly want to see happen.
- Once the VISTA has identified the desired outcome, the leader should coach the VISTA to effectively address the problem.
- Conflict is inevitable and provides great opportunities to build, and use, your leadership skills.