PARK FRIENDS' GUIDE TO:

CONFLICT RESOLUTION

RESPECTFUL & EMPATHETIC COMPROMISE!

IDENTIFY

Identify the specific instance or event that is the source of concern, rather than making generalizations. Is it personal, can it be addressed privately? Consider how behaviors and actions impact the whole of your Friends group.

ACKNOWLEDGE

Know that conflict resolution is a valuable and essential skill when serving your community. Consider conflict an opportunity for team-building and growth. It is important that your actions align with the values and goals for the park. Compromise is a team effort.

ADDRESS

Meet with your Friends group to discuss the matter together. Be sure to clarify the topic of concern with the group. Remind everyone to express themselves clearly, listen effectively, and give members the opportunity to respectfully engage with one other.

RECONCILE

Do you already have any existing bylaws or frameworks in place that may establish a shared process for resolution? If not, work with your Friends Group to create guidelines to support group decision-making.

ADDITIONAL REMINDERS

- Contact your Stewardship Coordinator for additional support. We are always here to help guide you as needed.
- Review any existing bylaws to consider potential frameworks for next steps.
- Focus on resolution-inspired actions which serve to deescalate the situation and foster shared compromise.
- Make sure behaviors and actions align with the inclusive PFN values statement.

PHILADELPHIA PARKS & RECREATION

Questions? Contact:
PPRstewardship@phila.gov or 215-683-3679

FAIRMOUNT PARK CONSERVANCY

Refer to the the **Philadelphia Park Friends Group Toolkit** for more info!