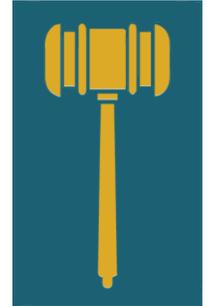


# PROBLEM SOLVING

Resolving conflict can be time-consuming and quickly drain a Local PTA's resources. Most problems are related to communication issues. It is often important to talk with people directly versus emailing or hearing of issues from other individuals, to get to the heart of the matter. When handled properly, conflict can create positive outcomes, such as promoting growth, increasing communication, developing problem-solving skills, increasing team building, and bringing about change. Steps to problem-solving within your PTA are:

- Create an open and friendly environment and respect other leaders.
- Give clear expectations of outcomes.
- Allow individuals to do their own work.
- Communicate any limitations for a proposed project (budget restrictions, timing, etc.)
- Provide encouragement and guidance privately and offer praise publicly.
- Provide information, referencing where resources can be found whenever possible.
- Listen when concerns are raised.
- Investigate problem situations from all sides.
- Share best practices and solutions to problems.



## How to Handle Disruptions in Meetings

The PTA that is informed and alert can best guard against disruptions. However, it may not be possible to avoid. The presiding officer should maintain poise in the face of interruption, wait for the disrupter to finish, suggest that the speaker be allowed to finish his sentence or thought, and suggest that in this group it is regarded as simple courtesy not to interrupt a speaker. If the disruption continues, repeat the above statement, but do not try to out-talk or out-shout the other person. If there is whispering in small groups, remain silent to get attention. Do not start talking again until the whispering stops. If name-calling is resorted to, calmly say, "Of course, you are entitled to your own opinion. May we go on now?" If integrity is challenged, do not be defensive. Suggest that opinions are not facts. Do not mislay your sense of humor! A humorous remark has pricked more than one inflated balloon or relieved many a tense situation.

## Parliamentary Procedure Tips

The chair recognizes the privilege of everyone to agree or disagree with the views of a speaker. The speaker is stating his opinion and is not asking for conclusions from the audience, so interruptions are inappropriate. Board members with a background in parliamentary procedure should be present to aid the President with helpful motions at opportune times. Honest differences of opinion may be discussed at the close of the meeting.

Local Bylaws should contain the following statement: "The privilege of making motions, debating, and voting shall be limited to members of the association who are present and whose dues have been paid." It may be helpful to call this to the attention of the group or to an individual who is not a member of the association. The Secretary should have a current list of those members who have paid their dues and are voting members. If a discussion is to be held which has the potential of becoming heated, it is helpful if ground rules for debate are established and accepted by the group in advance. While persons other than members may be present, remember that the PTA still has the privilege of restricting the right to speak and vote to its members.

## School Level Complaints

Occasionally, a PTA President or Board member will receive a call from someone who has a problem or complaint about something that happened at the school. The PTA is not responsible for handling complaints about the school or the staff. Parents and students have rights and responsibilities, and you can act as a resource person by providing information. Beyond that, the individual must follow prescribed district procedures to solve the problem. Refer the parent to the school district's policy on handling complaints. The usual "chain of command" is: 1. the teacher, 2. the principal, 3. the principal's supervisor, 4. the superintendent, and 5. the School Board.