

RESOLVING CONFLICT

in Nonprofit Organizations

The Leader's
Guide to
Finding
Constructive
Solutions



MARION PETERS ANGELICA
FIELDSTONE ALLIANCE

Resolving Conflict In Nonprofit Organizations The Leaders Guide To Finding Constructive Solutions

Marcia Avner



Resolving Conflict In Nonprofit Organizations The Leaders Guide To Finding Constructive Solutions:

Resolving Conflict in Nonprofit Organizations Marion Peters Angelica, 1999 Conflict resolution designed for the unique needs of nonprofits Whether you re dealing with arguments about how services should be delivered or power struggles between board members Resolving Conflict in Nonprofit Organizations will help you understand identify and resolve conflict constructively Use this guide to recognize and deal with conflict before it becomes destructive resolve conflicts using the eight step process learn and practice key conflict resolution skills break deadlocks using specific techniques create a better working environment that will attract and retain employees and equip the people within your organization to handle their own conflicts constructively The guide s eight step process shows you how to spot conflicts decide whether to intervene uncover and deal with the true issues involved and design and carry out a conflict resolution process Worksheets checklists and conflict resolution forms keep the process on track Exercises help you learn and practice conflict resolution skills such as affirming and restating mirroring body language asking neutral questions reframing issues and breaking deadlocks This valuable guide also tells you how to handle special conflicts such as harassment discrimination illegal activities disagreements with funders and more If outside help is needed you ll find information on searching for and choosing the right assistance With Resolving Conflict in Nonprofit Organizations you ll have the tools to handle most types of conflict internally Start using this practical guide in your organization right away

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Conflict Management in Nonprofits Yashwant V. Pathak, 2025-03-31 Nonprofit organizations NPOs where citizens come together to solve societal problems promote civic engagement and create the building blocks of

democracy are a major sector and employer both in the United States and the rest of the world This book addresses conflicts in the nonprofit organization sector and offers ways to resolve and manage these conflicts Conflict Management in Nonprofits Volume 1 explores conflict management with regard to employees vs volunteers gender and inclusiveness mindfulness religious groups working with governmental organizations as well as political issues Perspectives on negotiation mediation and facilitation are presented throughout In this the first title in a two volume collection an exceptional set of renowned authors explore the topic of conflict management with a focus on secular nonprofits This book will be a valuable resource for academicians scholars students as well as social political activists and the layperson interested in volunteer driven nonprofit organization management

The Wilder Nonprofit Field Guide to Crafting Effective Mission and Vision Statements Emil Angelica, 2001 Bring focus and direction to your work Too often if you ask four people in a nonprofit what their organization's mission is you'll get four different answers Organizations without clearly defined and agreed to mission and vision statements frequently find themselves adrift at sea in real financial trouble and unable to make an ongoing positive impact on the community But an effective mission and vision statement can help an organization unify services and create a consistent approach to new program development Crafting Effective Mission and Vision Statements will help your organization develop or revise mission and vision statements that bring focus and direction to your work With orderly easy to follow steps this engaging guide helps you Build ownership for the mission and vision statements among board and staff Create a common understanding of your organization's goals Understand how mission and vision statements differ and how to use both for greatest benefit Develop a mission statement that captures exactly what your organization does Create a vision statement based on stakeholders ideas and the organization's history capacity for growth and fundraising potential Use this guide to create mission and vision statements that help your organization stay focused and keep it moving toward a positive future

The Lobbying and Advocacy Handbook for Nonprofit Organizations Marcia Avner, 2002-01-15 Your How To Guide to State and Local Lobbying This guide is your complete road map to shaping public policy at the state and local level It gives detailed step by step instructions for developing an effective plan and putting it into action With this handbook you will discover how lobbying can help fulfill your mission learn how to initiate support or defeat bills develop effective lobbying skills gather and mobilize support for your positions learn how to use the media effectively influence government administrators to back your policy positions comply with state and federal regulations and set up systems in your nonprofit to support lobbying Adaptable to Your Unique Needs This flexible book can be tailored to fit your situation You have four different planning strategies to choose from short term long term proactive or reactive Want to move quickly Use the planning shortcuts Plus a special rapid response guide helps you with emergencies Straightforward and Action Oriented In addition to a clear framework for planning your policy work author Marcia Avner shares with you the nitty gritty of effective lobbying based on her more than 30 years of experience You'll find concrete information on building relationships with public

officials what you need to know to make your case how to testify at a committee hearing how to find out how it works in your area mistakes to avoid and much more

The Nonprofit Mergers Workbook Part I David La Piana, 2008-09-10 Nonprofit mergers are on the rise Executive directors and board members are discovering the advantages comprehensive service delivery better finances more powerful fundraising increased market share Bottom line mergers make more mission possible From assessing reasons and readiness to finding a partner to negotiating the best path to budgeting and implementation author David La Piana guides you through the maze of options with a steady hand Based on experience with more than sixty mergers this handbook is the perfect starting point for any nonprofit exploring a possible merger and a basic resource for all nonprofit managers You ll find how to decide what kind of structure from collaboration to merger meets your goals how to know your own motivation and keep your mission forefront what kind of merger best fits your goals structure and financial situation how to seek merger partners and objectively assess the pros and cons of each how to manage the boards essential role in merger considerations how to exercise due diligence and write the merger agreement how to deal with the rumor mill what you can do yourself when to call in attorneys and consultants and how to select them typical roadblocks and how to beat them how to move past old history and build new traditions as you integrate staff management boards systems and corporate cultures how to budget for and raise funds to implement the merger and much more Full merger case studies decision trees twenty two worksheets checklists tips milestones an extensive resource section and many samples including the minutes of a completed merger negotiation give you concrete assistance with your own merger plans and implementation A special chapter written for nonprofit organizational consultants explains their roles and responsibilities in assisting clients interested in merger

Benchmarking for Nonprofits Jason Saul, 2004 The no cost way to improve your organization on a daily basis Most nonprofits are already benchmarking informally This unique book defines a formal way to benchmark You ll learn how to prepare your organization measure performance and implement best practices as well as learning the five key steps of benchmarking the arguments against benchmarking and why you should disregard them how benchmarking differs from evaluation and assessment how to form a benchmarking team how to create a success equation that helps you measure your organization s performance how to make sure to measure what matters how to choose your benchmarking partners and what you can learn from the wrong partner and how to overcome staff resistance to benchmarking Practical tools help you benchmark what matters Real world examples illustrate benchmarking in action Exercises and worksheets guide you through processes such as drafting a benchmarking plan identifying and analyzing the things in your organization that need improvement prioritizing which processes to focus on identifying your CTQ critical to quality outcomes and more The way to survive as a nonprofit in today s market is to thrive With so many organizations seeking the same dollars only the best will endure Benchmarking ensures that your organization is always operating at peak performance It s something you can t afford not to do especially since you can do it for free

The Manager's Guide to Program Evaluation Paul W

Mattessich.,2003-08-08 Your Guide to Getting a Useful Evaluation Evaluation is vital and beneficial to any nonprofit organization An effective evaluation can help identify an organization s successes share information with key audiences and improve services It can confirm that an organization is truly making a difference This book is for organization managers and decision makers policymakers funders researchers and students studying applied social service research Benefits you ll get describes what types of information to collect and what questions this information can answer details the four phases of evaluation and the steps involved in each phase and information on various types of research consultants and advice selecting one

Marketing Workbook for Nonprofit Organizations Gary J. Stern,1997-08-15 Don t just wish for marketing results get them If marketing seems too commercial or too complex or if your current efforts aren t delivering results this book is for you With this helpful guide you can create a simple usable marketing plan designed to get results Since its first edition in 1990 the Marketing Workbook has helped thousands like you use marketing to reach the people you want to help and attract the money and support your organization deserves Now this updated second edition offers an easy to follow five step process to create an effective marketing plan provides an expanded resources section including Internet examples and includes web wisdom to help you set reasonable web goals build an on line reputation and learn about the possibilities and pitfalls of web promotion Use it to be sure you have the right services to meet people s needs reach the audiences you want with a message that motivates people to respond and make a strong impact in your community and beyond This book will guide you through each stage of the marketing process You ll learn how to link marketing with strategic planning set goals and evaluate your success conduct a marketing audit using the Six Ps of Marketing position your organization in a unique niche and develop a marketing plan and promotional campaign Plus you also get 27 proven promotional techniques dozens of tips for writing and design a sample marketing plan a case study of how one nonprofit implemented their plan and much more Get the Marketing Workbook and start putting the power of marketing to work in your organization

The Community Leadership Handbook James F. Krile,2006-02-03 Tools for people seeking to improve their communities This significant guide puts the tools of democracy into everyone s hands Based on the best of Blandin Foundation s 20 year experience in developing community leaders it gives community members like yourself the tools to bring people together to make changes Here are some of the useful resources you ll find Identifying Community Assets Community Problem Analysis Accessing Community Data Appreciative Inquiry Translating Vision to Action Interpersonal Communication for Leaders Managing Interpersonal Conflict as a Leader Building Social Capital Across Cultures Network Mapping Locating Your Social Capital Stakeholders Analysis Building Coalitions Building Effective Community Teams Recruiting and Sustaining Volunteers Getting the Most from Your Meetings

Handbook of Conflict Management William J. Pammer,Jerri Killian,2019-02-21 The Handbook of Conflict Management cuts across theoretical perspectives strategic models and situational contexts as the first all encompassing conflict management reference A young

field in both research and practice this foundational text sets precedents for furthering academic study and real world progress in managing diverse instances of conflict It draws on more than 600 references to probe sources of conflict and to prescribe means of reducing tension in organizational institutional and community settings Introducing core themes and issues into the dialogue the handbook provides techniques to promote peaceful negotiation cooperation and consensus

Nonprofit Stewardship Peter C. Brinckerhoff, 2004-09-30 In an environment of increasing competition and eroding trust nonprofits are under pressure to up their ability to deliver on their mission Stewardship is a paradigm shifting way to view your role your board your staff your funders and yourself Understanding that the nonprofit is rooted in its ownership by the community helps break the boundaries of turf and fragmentation that prevent sustainable impacts Author Peter Brinckerhoff internationally known expert at helping not for profits get more mission for their money explains why stewardship is the smart thing to do and how you can use it to transform your organization You ll discover The eight characteristics of a mission based steward The various stewardship roles that exist in your not for profit and why each is essential in a well functioning organization Three surprising truths about your not for profit The nine characteristics of a successful not for profit Fifteen warning signs of trouble in your organization Stewardship rich ways to view your finances your budgeting and your financial reporting A refreshing new perspective on the relationship between funders and not for profits Crisis management tools that really work A stewardship self assessment to use now as a starting point and later as a reference point to measure your progress Comprehensive passionate and practical Dozens of real world examples make this book relevant End of chapter discussion questions reprise key points and reinforce important ideas Nonprofit Stewardship is recommended for leaders of all types of not for profit organizations serving individuals the local community the state the nation or the world Also recommended for donors grant makers government agencies and others who fund your work *The Community Economic Development Handbook* Mihailo Temali, 2002-09-20 The step by step guide to turning any neighborhood around A weak local economy can be strengthened A run down neighborhood of boarded up storefronts litter strewn sidewalks high unemployment and poorly maintained housing can be transformed An entire community can be lifted up Mihailo Mike Temali knows this first hand He has spent nearly twenty years working in community based economic development helping cities as diverse as St Paul Minnesota and Santiago Chile In this concrete practical jargon free handbook he describes a proven way to make any community a better place to live Comprehensive realistic and easy to use If you don t already have a community economic development CED organization in place Temali tells you how to set one up Then he defines four pivot points that are crucial to neighborhood economies 1 Revitalizing your commercial district 2 Developing microbusinesses 3 Developing your community workforce and 4 Growing good neighborhood jobs He explains how to choose your first pivot point then guides you through the process of tackling each one True stories of successful CED provide inspiration Sidebars explore related issues dealing with gentrification finding potential partners supporting microentrepreneurs and more Other CED

professionals share their insights in From the Field notes Appendices point you toward useful resources show you how to use the Internet to research your regional economy and include dozens of worksheets that will help you move from reading about CED to doing it The Community Economic Development Handbook is precisely what you need to turn your neighborhood around The Accidental Techie Sue Bennett, 2005 This book shows you how to create a support system that will help your organization use technology more effectively and make your day to day life less hectic This hands on guide walks you through five projects that when completed will give you a comprehensive and usable support system Conducting a technology inventory Assessing and supporting staff Assessing and buying technology Protecting your organization from disasters and data loss Managing your role Book cover *Consulting With Nonprofits* Carol A. Lukas, 1998-07-01 At last A comprehensive guide to the art craft and business of consulting with nonprofits and community groups Nonprofit consulting requires specialized skills and knowledge of how the sector works This guide gives you the resources and tools to help you provide quality assistance throughout your career experienced consultants will find it an invaluable reference new consultants will get oriented to the sector and find step by step guidance through the entire process technical specialists will gain insights into the larger processes that shape nonprofit organizations for profit consultants and business sector volunteers will discover how to shift their expertise to match the unique culture of nonprofit and community work students in public administration organization development and nonprofit management will find it a useful guide for fieldwork service projects or future career search With this illustrated guide you get an overview of the nonprofit sector and unique elements of consulting with nonprofits the six stage process of consulting with concrete steps and challenges in each stage the art of consulting including roles dynamics and ethics lessons from the field stories from thirty skilled consultants offering sage advice on common challenges from setting up contracts to cross cultural consulting to choosing a consulting role that matches the client s needs when team consulting makes sense key differences between internal and external consulting how to run your business marketing your services setting fees estimating costs and billing managing your career growth working with funders nine worksheets sample proposals professional standards annotated bibliography and much more

Collaboration Paul W. Mattessich, 2001-05-15 What makes the difference between your collaboration s failure or success Collaboration What Makes It Work Second Edition answers this question with an up to date and in depth review of collaboration research This new edition also includes The Wilder Collaboration Factors Inventory **The Best of the Board Café** Jan Masaoka, 2009-06-30 A Bestseller Becomes Even More Pertinent First published in 2005 this collection of CompassPoint online newsletter articles became instantly popular with busy board members of nonprofits Now updated with new essays that are short enough to read over a cup of coffee readers will find essential insights on board responsibilities executive directors fundraising finance and more New topics include eleven ways to get a new executive director off to a good start a board member s guide to nonprofit insurance how to take a public stand working boards versus governing

boards the right way to resign from the board the best way to raise money meaningful board staff acts of appreciation and what boards need to know about copyrights *Five Life Stages* Judith Sharken Simon, 2001-05-15 The life stage model is a powerful tool for understanding objectively your organization's current status and preparing it to move ahead to the future This useful guide helps you understand where your organization is in its life and how to avoid unnecessary struggles and act on opportunities to boost your organization's development **The Nimble Collaboration** Karen Louise Ray, 2002-09-15 Let's face it the collaboration process can be a pain in the neck *The Nimble Collaboration Fine Tuning Your Collaboration for Lasting Success* shows collaborations how to become leaner more responsive more flexible and ultimately more productive In their bestselling book *Collaboration Handbook Creating Sustaining and Enjoying the Journey* Michael Winer and Karen Ray describe how to form a successful collaboration In *The Nimble Collaboration* Ray guides existing partnerships into the next stage becoming more effective Part I presents the three Rs of nimble collaboration results that are clearly defined relationships that are deft and a structure that is resilient Readers will learn how to determine describe and evaluate the specific results everyone wants to achieve and keep them at the heart of each step they take The book shows readers how to build trust reinforce roles and avoid turf issues and hidden agendas Part II walks through real life applications in two typical collaborations service integration collaborations and complex problem solving collaborations Detailed case studies demonstrate nimbleness in action and give collaborations concrete problem solving ideas Throughout the book are samples examples and how-tos based on the author's many years of experience consulting with real people in real collaborations across the United States A special section explains how to write the various documents that bind partners together on paper including a memo of agreement and a formal governance agreement Collaborations that involve government agencies nongovernmental organizations community building groups nonprofits law enforcement education health housing arts social services business foundation you name it will find hands on help for making their collaboration satisfying and productive

Generations Peter C. Brinckerhoff, 2007-03-15 *The Clock Is Ticking Is Your Nonprofit Ready* Boomers are leaving the workforce soon Do you have a plan to replace them How do you relate to GenX and Gen employees volunteers and donors What are you doing today to adjust your services your outreach your mission Generational change presents as many opportunities for nonprofits as challenges In *Generations The Challenge of a Lifetime for Your Nonprofit* nonprofit mission expert Peter Brinckerhoff tells you what to expect and how to plan for it From iPod policies to recruiting younger board members Brinckerhoff shows how you can address generational trends today to keep your nonprofit organization relevant and able to meet the changing needs of your staff volunteers donors and the community you serve Six trends and what to do about them *Generations* examines six generational trends that will affect everything you do 1 financial stress 2 technological acceleration 3 diversity of population 4 redefining the family 5 MeBranding and 6 work life balance You'll come away with an understanding of these trends and how they will impact your nonprofit Individual chapters provide in depth information on

how to deal with generation issues in each area of your organization staff board volunteers clients marketing technology and finances Practical tools help you take action This hands on guide includes the Generational Self Assessment Tool This tool gives you a baseline to measure your success as you bring generations into your planning Throughout the book you ll find real life examples that illustrate key points You ll also find practical ideas that you can use immediately Finally the book includes keys points and discussion questions because you need to get your staff and board involved in this discussion today The wake up call been given to nonprofit boards and staff alike now is the time to plan for generational change

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