

# Overview

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## Individual-Level Impact

- A volunteer member leader consistently undermines or dismisses another's contributions, leading to disengagement or withdrawal from responsibilities.
- A member or volunteer member leader feels harassed or bullied by another, and attempts at informal resolution have failed.
- A conflict results in missed deadlines or incomplete deliverables due to breakdowns in communication or collaboration.

## Location-Level Impact

- A board is divided over a leadership decision, resulting in stalled programming, budget delays, or attrition among volunteer member leaders.
- Multiple volunteer member leaders resign or disengage due to unresolved interpersonal tensions within a local team.
- A location's reputation suffers due to public airing of internal disputes or complaints.

## Organization-Wide Impact

- A conflict escalates to involve multiple-level committees, creating confusion about roles, responsibilities, or decision-making authority.
  - Disputes between senior volunteer member leaders result in contradictory messaging or policy enforcement across HBA.
  - A situation risks legal exposure or reputational harm to the HBA due to discriminatory behavior, ethical violations, or public conflict.
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