

In every community problems and disagreements arise. It is our job as members of that certain community to solve the problems in a respectful and open-minded manner. When solving these problems it is extremely important as a community to understand and actually listen to all point of views within that community before coming to a conclusion. It is also very important to not let our personal experiences and biases get in the way of what the solution should really be, we have to observe the problem from all points of views before concluding anything. We cannot be close minded and intentionally offend someone just because they have a different opinion on how to solve the problem or disagreement. As a member of that community we must not offend others but we also must not get offended easily. It is highly important that every member of the community participates in communicating and resolving conflicts.

I am a part of a community/group at work. The community that I work within is located at two locations. I work for the Young Men's Christian Association (YMCA) in Salinas, California. The YMCA offers many programs and help for the community. I work at Harden Middle school which is my main location, I am there Monday through Friday for about five hours. It is an afterschool program for middle schoolers, so I interact with many students, teachers and parents. Since I am surrounded by so many individuals I run into disagreements and conflicts on a daily basis. I deal with about 25 students in one day and there is not one day that goes by without either of us running into a situation. My role in this community is labeled as site coordinator according to my job description. The site coordinator's job is to make sure that all is in order within the after school program. This means, call parents when kids are disobeying. Correct students and staff when not fulfilling their duties and also keep a strong communicative relationship with the parents, staff and students. During the after school program the students

report to my staff and I after school and we mark them either present or absent. After they have checked in, they are provided an after school snack and it is available inside of the cafeteria. Once they have gotten their snack, they have about 15 minutes to eat and clean up after themselves. Once they are done with snack, we head into our assigned classroom and we begin our one hour of homework time and within this hour they are not allowed to use any type of technology. After their homework is done and either me or my staff have checked it, we take the students outside for about one hour of outside play/physical activities. During physical activity hour, the kids love to play basketball or soccer. Towards the end of our day, after outside time, we have free time which is when the kids can be on their chromebooks or phones. This is our everyday schedule and has always been the same yet the kids always seem to find a way to disobey these rules and our basic schedule. The role of the students during hours of the after school program is to be respectful and follow rules. Most of the students have a lot of trouble following the no electronics rule and this is one of our biggest daily disagreements. Another part of their role is to do their homework. My staff and I have more power and hold more responsibilities than all the other kids in the program because we are the adults and the people that run the program to make sure everything plays out as it should.

Our biggest disagreement in my work community is, as I mentioned earlier, the whole no electronics for an hour rule. They seem to think that an hour is way too long and that they will die without their phones. This rule is not a rule that the program itself enforces but instead it is a rule that my staff and I have created due to their obsession with their phones. Their smartphones are extremely distracting, especially during homework time and that is why I have limited their time spent on them while in the program. I strongly believe that this generation has been

consumed by all the technological advances and they most definitely rely on them too much. The students already know that if I see a phone or computer within the time we are supposed to be doing homework, I take their electronics away and add more time without the use of them. You would think that since this rule has been enforced for a long time, the students would comprehend and not try to be sneaky about the use of electronics but some just don't get it. Although this rule is enforced everyday some students seem to think that it's okay to not follow this rule, which is when I confiscate whatever electronic it may be. Once I take it away is when all hell breaks loose. They start to refuse giving me the phone or laptop and start to complain and whine. I suppose that in the beginning when we first started enforcing this rule we were inconsistent with making it a daily thing which is why they would refuse to give me their electronics. After a long time of going back and forth about this rule, I finally spoke to all parents and students letting them know what the rules were so that we were all on the same page. Once I made sure everyone was on the same page it made it so much easier for things to run smoothly. Most importantly because I had the support of the parents, so if the kids tried to mouth off to me the parents had my back and corrected their child. Although this rule has made drastic changes in the program and made life a lot easier for my staff and I, there are still days we struggle with the cooperation of the students.

When my staff and I run into issues we tend to point them out to one another and we listen to each one of us has to say and what they opinionated before coming to any conclusion on how to fix the issue. If one of us notices that the students are giving attitude or not obeying we let each other know what we have noticed and ask what should be done to fix the problem. For example, sometimes one of my staff notices that some students are being extra loud or extra

sassy she lets me know and I ask her what she thinks should be done and I will listen to what she has to say before confirming or denying her way of dealing with it. Most of the time we do not disagree but sometimes I will modify the way she wants to go about disciplining them but I first make sure she is comfortable with it before moving forward. The issues and conflicts we run into on a daily basis are not huge or life threatening but it is still our job to make sure that even the smallest issues are taken care of and addressed in a respectful manner. When we notice that a certain student is having an off day and is causing them to act out we speak to one another before speaking to the child. Once we have concluded that they are being different than usual, we pull them aside and ask them what the issue is and if there is anything we can do to help. Our job and role as supervisors of these children is to always make sure they are being responsible and obeying.

Disagreements are handled more effectively than they did at the beginning of the school year. Now that we are on Harden's second semester and are quite far into the year, the students understand that they have specific roles which they have to fulfill everyday otherwise we run into conflicts. Considering kids are not always easy to deal with, we never have perfect days but there are definitely days that run smoothly with not as much back talk or cooperation. I always tell the students that we are on the same team and I do not enjoy punishing them. If they listen and follow rules, they are rewarded. If they don't listen and don't follow rules, they are punished. It is that simple. We have a lot to work on as a community but everyday we get closer to listening and understanding each other.