Questions to Ponder....

Think about the group you are working with and the conflict that is currently happening within that group. Before heading into the conflict resolution process, consider the following questions. Thinking about your answers will help you be better prepared for the group dynamic with which you will be working.

Is this conflict between individuals in the organization or has the organization as a whole divided up into “sides”? How do you know this? Are you neutral or part of a side?

How many view points will you be facing as a mediator?

Are there any historical or past tensions between individuals or factions of the group?

Has this present conflict fallen along those same lines historically?

What means of communication have worked best for your organization in the past?

Are you prepared to be an impartial or at least fair mediator of this conflict? How will you accomplish this?

Do you need to involve a neutral party because you are part of this conflict?

What are the pros and cons of bringing in an outside source to mediate this conflict? How will the group respond to such a decision?

“Conflict is inevitable, but combat is optional.” ~Max Lucado
Quick Tips

For Reaching Consensus

- Members should avoid arguing in an attempt simply to win as individuals. In most cases, the needs of the group should take precedence.

- Disagreement about ideas, solutions, predictions, etc., should be viewed as helping rather than hindering consensus as long as it is discussed in a constructive manner.

- Problems are solved best when individual group members accept responsibility for both listening and contributing, so that everyone is included in the decision.

- Be prepared to take a break from the conversation if it has become stagnant. Sometimes returning to a conversation after a break brings refreshed minds and thoughts.

- Each member of the group should take responsibility for holding themselves and others accountable to the standards set by the group.

- It is essential that consensus is reached on both an intellectual and emotional level.

- The facilitator should work hard to motivate and encourage the group through this difficult process.

Pieces of Leadership brochures are available on the following topics:

- Budgeting
- Communication
- Conflict Resolution
- Delegation
- Facilitation
- Goal Setting
- Group Dynamics
- Ice Breakers/Team Builders
- Mission Statements
- Motivation
- Officer Transition
- Peer Supervision
- Program Planning
- Qualities of a Good Leader
- Running a Good Meeting
- Stress Management
- Time Management
- Wellness

The information provided in this brochure was adapted from:


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For more information on the topics listed above or to access the resources in our Leadership Library, please visit the Office of Student Activities and Leadership Development

Located on the First Floor of the Usdan University Center
860-685-2460

or check out our website at http://www.wesleyan.edu/stuact/