



THE ADVISORY COMMITTEE RESOLVING CONFLICT

In a chapter, conflict often refers to some form of friction or discord within the group. This could be in the form of general disagreement among brothers, negative personal history with a member of the chapter, miscommunications and more. It's important to understand that diversity almost always comes with some conflict. However, conflict itself isn't a bad thing and often leads to the innovation of ideas, exposure to a new perspective and motivation to improve.

At times, the role of an advisor requires conflict resolution. In the event of a chapter conflict that requires a unbiased mediator, an advisor can step in to help members otherwise reach a solution.

This resource should be shared with the chapter's support team so that each advisor can be sure to provide mentorship and guidance toward solutions and success for their chapter in an organized and cohesive manner.

CONSIDER THE FOLLOWING WHEN MEDIATING CONFLICT

DON'T LET IT FESTER

Conflict is best managed in a timely manner. The more time that passes, the more time there is for the situation to escalate when left unaddressed. Be prompt and intentional when addressing conflict.

SEEK TO UNDERSTAND

Active listening skills will be especially helpful when working to find a conflict resolution. Seek to understand all perspectives without judgment. Resolving conflict should come from a place of brotherhood and understanding. Act upon facts, not emotions.

COMPROMISE

While this may not happen immediately, come up with a resolution that all parties are happy with. Compromising allows all parties to find a common ground in which the chapter can move forward. Develop goals and establish boundaries so conflict is less likely in the future.

REFLECT AND EVALUATE

Resolving conflict may not be immediate and could require additional attention down the road. All involved parties should internally reflect on the situation at hand and evaluate the measures that were taken to come to a place of understanding. Doing so will equip members with the skills to better navigate conflict in the future.

RE-ASSESS AS NECESSARY

It's possible the same conflict arises more than once. Be prepared and available to re-visit the expectations and boundaries that have been set previously. If the terms no longer apply, adjust accordingly to reach a new compromise.