

Resolving Conflict

While dealing with conflict is difficult to do at times, when handled properly, conflict can build intimacy within your group. Matthew 18 serves as our guide for conflict resolution within groups.

Step One: One-on-One Meeting to Seek Reconciliation

If you have conflict with someone, go to him or her one-on-one to seek reconciliation. If someone in your group comes to you to talk about a conflict they have with someone else in the group, your first question should be “Have you talked to them about it?” If they say no, don’t even listen to the issue before they go and attempt to make it right. If they have talked to them then you can move to step two.

Step Two: Mediator Is Included

Someone should be included if the problem is not resolved in a one-on-one meeting (or several one-on-one meetings). You, the leader, should serve as mediator for unresolved conflict for your group members. If you, the leader, are involved in the conflict, then the mediator should be a qualified staff member or a Small Group Coach.

Step Three: Offense Is Made Public

In the rare case that the problem cannot be solved with outside mediation, the offense should be brought out into the public. This can be a discussion among the group as a whole. This should be considered as a last resort to restore the relationship, *and this step should not be taken without gaining consent from a pastor on your campus.*

