

# CONFLICT RESOLUTION

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Accountability and confrontation are necessary to maintain a safe and serene environment. Conflicts will arise and the sooner they are addressed, the easier it will be to discover a solution. Be aware of how accountability and confrontation are presented. Remember to come from a place of love and compassion. Tone and approach dictate the receptiveness of the individual on the receiving end.

**Follow these steps to resolve conflicts within the house. As you go down the list, begin with step one. If the conflict remains, move on to the following steps, until the conflict is resolved. If the conflict poses a serious threat to the safety of any or all members, then skip to the last steps.**

**STEP 1:** Communicate one-on-one with the individual(s) who is/are believed to be producing the conflict.

**STEP 2:** If direct communication does not work, speak with the house President or another member of the house who does not have a biased opinion on the situation. Find a mediator to help resolve the conflict.

**STEP 3:** Bring up the conflict during the weekly house meeting. If the conflict needs immediate attention, have an emergency meeting called to discuss the problem.

A: Do not spend too much time discussing the problem. Move quickly into solutions once the problem has been established.

B: Allow everyone an opportunity to share freely and openly, without interruption, on how they feel about the conflict and possible solutions.

C: Review the house guidelines, House Manual, and other resources for suggestions.

D: Utilize the democratic process to agree on a solution, respecting the majority decision.

E: The Secretary should document the conflict, discussion, and solution along with votes of all motions.

F: Stick with the decision of the house. Carry out the solution agreed upon.

**STEP 4:** Contact Chapter representatives to sit in on a house meeting to give unbiased suggestions on how to find a solution and move forward.

**STEP 5:** Contact the local Outreach Rep. to sit in on a house meeting to give unbiased suggestions on how to find a solution and move forward.