



## SMALL GROUP TIPS AND TRICKS

### TIPS FOR PREVENTING CONFLICT

Conflict happens and is a reality that Small Group leaders should be prepared for. By applying the following ideas you can keep conflict to a minimum and keep minor irritations from becoming major issues.

1. Address issues quickly. If you have an issue with someone, go quickly and talk to them rather than allowing the issue to grow.
2. Use “I” statements when talking about what you are feeling and experiencing. Say, “I get angry when...” Rather than saying, “You make me mad.”
3. Listen closely for underlying messages. Remember tone and body language communicates as much if not more than the words.
4. Try to communicate in person. Try to avoid the use of e-mail or phones when conflicts occur.