Good Group Handout

by Craig Freshley

# Principles to Help Groups in Conflict

- Understanding first
  - Assumptions cause problems
  - Mismatched expectations cause resentments

- Go directly to the source
  - No gossip or hear-say
  - Got a problem with your neighbor, talk to your neighbor

- Free from past
  - Not constrained by past, but use it to build the future

- How things are for me is always the result of two things: what happened and my reaction

- I am responsible for what I do and how I look at things
  - I can change my own attitudes and behaviors–I can't change others

- The question is not what you should do to make things better, but what am I going to do to make things better?

- One person working to make things better will make things better

- Share stories, especially when upset
  - What I am upset about and the story behind it
    - Describe your recent journey (the things you experienced and how they affected you) that led you to this upset
    - Say how you felt

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