

# LEADERSHIP

is a passion for what you do, a clear picture of where you are going, a fluid phenomenon that grows within you, and an emotional expression of what you do. You get it from others, by learning as much as you can and allowing yourself to show your passion. You give it to others by living your vision, sharing that vision with others, being willing to do things—not just say things and leading by example.



## FastFacts

### Basic Operations & Procedures

Agendas	Budgeting
Constitutions	Elections
Meetings	Minutes

### Skills for Leaders

Assertiveness	Communication
Delegation	Ethics
Goal Setting	Recognition

### Planning Activities

Co-sponsorship	Fundraising
Group Dynamics	Teambuilding
Planning/Evaluation	Retreats

### Beginnings & Challenges

Conflict	Difficult Members
Getting Involved	Transitions
Recruiting	Starting a Group



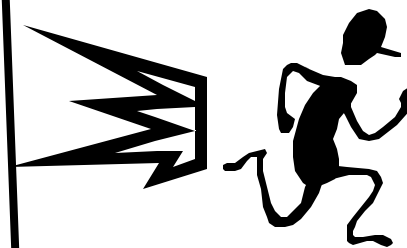
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## FastFacts

Quick Tips  
For Developing  
Effective Leadership

# Conflict

Beginnings &  
Challenges

Conflicts can arise in everyday situations between leaders & members over both organizational and personal issues.

### Some Different Conflict Personalities

#### 1. THE AGGRESSOR

*Intimidating, hostile, loves to threaten*

- Listen to everything they have to say
- Avoid arguments by being respectful
- Be concise & clear with your reactions

#### 2. THE UNDERMINER

*Sarcastic, devious, takes pride in criticism*

- Focus on the issues, not the sarcasm
- Don't overreact or be sarcastic

#### 3. THE NON-RESPONDER

*Difficult to talk to, never reveals ideas*

- Ask open-ended questions
- Be patient & friendly while they respond

#### 4. THE EGOTIST

*Knows it all, acts superior*

- Know the facts but ask questions
- Agree whenever possible, disagree only when you know you're right

#### 5. THE NON-TRUSTER

*Can't or won't trust you, unapproachable*

- Be trustworthy to them in small ways
- Listen carefully to their concerns

## Styles of Conflict Management



### Competing

*Individual pursues his/her interests at others' expense, creates defensiveness in others*

### Accommodating

*Individual neglects his/her own interests to satisfy others, creates a feeling of selfless charity*

### Avoiding

*Individual does not deal with conflict at all, creates an uninterested atmosphere*

### Compromising

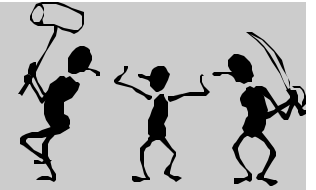
*Individual seeks to find a mutually acceptable solution which somewhat addresses the needs of both parties, creates a middle ground*

### Collaboration

***Individual seeks to find a solution which fully satisfies both parties. Allows for:***

1. Parties to be satisfied
2. Creativity in developing a resolution
3. A sense of accomplishment that members have together resolved a conflict without anyone losing

## TIPS FOR HANDLING CONFLICT



**Ask those who disagree to paraphrase one another's comments.** This may help them learn if they really understand each other.

**Work out a compromise.** Agree on the underlying source of conflict, then engage in a give-and-take, then agree on a solution.

**Ask each member to list what the "other side" should do.** Exchange lists, select an option, and test it to see how it meshes with the organizations' goals.

**Convince members that they may have to admit they're wrong.** Help them save face by convincing them that changing a position shows strength.

**And most importantly,  
LISTEN, LISTEN,  
LISTEN!!!**