

## Handling Group Issues

Quiet member	<ul style="list-style-type: none"> <li>• Ask clear and concise questions.</li> <li>• Direct easy questions to a quiet member by name.</li> <li>• Enlist the help of others to draw them out.</li> <li>• Express appreciation for the contributions they make. Allow time for silence before asking another question too quickly.</li> <li>• Never force a member to participate.</li> </ul>
Overly talkative or dominant member	<ul style="list-style-type: none"> <li>• Direct questions to people by name.</li> <li>• Talk to them privately about the need for silence after some questions for thought and reflection.</li> <li>• Ask for their help in drawing the silent ones out.</li> <li>• Suggest they ask, "What does anyone else think?"</li> </ul>
Member who monopolizes group with their problem(s)	<ul style="list-style-type: none"> <li>• Remind everyone of the purpose of the group.</li> <li>• If appropriate, stop and pray for the individual, then gently move the conversation to another member of the group.</li> <li>• Talk to the person privately, suggesting resources for help.</li> </ul>
Disagreeing member	<ul style="list-style-type: none"> <li>• Try to find the cause (e.g., is she sheltering a deep hurt?).</li> <li>• Give feedback to the person who disagrees: "What exactly causes your hesitation?"</li> <li>• Challenge the group by asking, "How can we get around this objection?"</li> </ul>
Conflict avoidance to keep peace	<ul style="list-style-type: none"> <li>• Recognize that the person doesn't have a Biblical view of community and is avoiding conflict.</li> <li>• Talk to the person privately and help her see that she is avoiding honest interaction leading to resolution.</li> <li>• Reassure the person that it's okay for people to disagree on some issues.</li> </ul>
Superficial sharing from a member	<ul style="list-style-type: none"> <li>• Be open in your own sharing.</li> <li>• Break down in pairs for sharing, application, or prayer.</li> <li>• Meet outside the group to discover interests, opinions, and ideas.</li> </ul>
A controversial question is raised	<ul style="list-style-type: none"> <li>• Set some ground rules before the discussion.</li> <li>• Emphasize that Christians can hold different views on the same topic.</li> <li>• Convey that all viewpoints must be supported by Scripture.</li> <li>• Focus on what the divergent beliefs hold in common.</li> </ul>
A member is argumentative and obstinate	<ul style="list-style-type: none"> <li>• Keep your composure; don't take things personally.</li> <li>• Examine what is being said and try to find the good in it.</li> <li>• Let them know that you will discuss it with them after the group time.</li> <li>• Meet privately to see if this is a personal problem, communicating that while their ideas are important, the behavior can't continue.</li> </ul>
The discussion gets off track	<ul style="list-style-type: none"> <li>• Acknowledge it, and gently bring the group back to the topic by reviewing and summarizing where the discussion got lost.</li> <li>• Use a key word (e.g., rabbit trail) to remind the group they're on a tangent and gently pull the group back to the topic.</li> </ul>

## Handling Group Issues

A difficult question is raised	<ul style="list-style-type: none"> <li>• Don't be afraid to say, "I don't know."</li> <li>• Offer to find an answer and report on it next time.</li> <li>• Open the question up to the group.</li> <li>• Empower group members the task of researching the question for an answer.</li> </ul>
An incorrect answer is given	<ul style="list-style-type: none"> <li>• Remember that the person is more important than the answer.</li> <li>• Determine whether the response is truly wrong or just a different opinion.</li> <li>• Affirm the person's willingness to share, then continue the questioning process to see if you can bring the person around to the correct answer.</li> <li>• Ask, "What does someone else think?"; "Does someone else have experiences along that line?"</li> </ul>
Group apathy or complaints of wasting time	<ul style="list-style-type: none"> <li>• Display enthusiasm and energy.</li> <li>• Be diligent to include every person as a vital member of the group.</li> </ul>
A member of the group rubs you the wrong way	<ul style="list-style-type: none"> <li>• Pray for this person.</li> <li>• Ask God to change your heart for the person and let you see them through His eyes.</li> <li>• Step back and let the Holy Spirit work in both of you, love them as an act of faith and obedience.</li> </ul>
Personality clash between group members	<ul style="list-style-type: none"> <li>• Emphasize points of agreement.</li> <li>• Help each side to clearly understand the other.</li> <li>• Talk individually and corporately about maintaining unity.</li> </ul>
Members come late	<ul style="list-style-type: none"> <li>• Agree as a group on a set time.</li> <li>• Begin each meeting promptly.</li> <li>• Discuss time with the group.</li> </ul>
Discussion migrates to a hot topic	<ul style="list-style-type: none"> <li>• Be intentional about knowing issues that members of your group struggle with.</li> <li>• Create a safe space for people to share openly.</li> <li>• Table discussion if the conversation becomes hostile/destructive and use discretion to revisit during a future group meeting.</li> <li>• If you need help continuing a hard conversation within your group, reach out to your Groups staff for help.</li> </ul>
Wrong motives for joining a group	<ul style="list-style-type: none"> <li>• Have a conversation with group members before joining your group to gauge motives.</li> <li>• Cast vision clearly for the group early and consistently, emphasizing the importance of personal growth in their relationship with Jesus.</li> <li>• If wrong motives begin to arise, point the group back to the values and purpose, and consider having a conversation outside of the group.</li> </ul>
Relational conflict	<ul style="list-style-type: none"> <li>• Be aware of body language, tone of voice, using "you" instead of "I."</li> <li>• A member might feel threatened (attack on them or their beliefs) or neglected (needs not being met) from others in the group, which could lead to conflict.</li> <li>• Create space for each person to share their experience and help resolve any unnecessary conflict through guidance and prayer.</li> <li>• When meeting with members, individually affirm their feelings, even if you don't agree with them.</li> </ul>

