

MANAGING EVERY PERSONALITY

SET EXPECTATIONS EARLY

At your first meeting, right after introductions, review the [Small Group Participation Guide](#).

BE PROACTIVE

If you are observing difficult personalities, as a group, review the [Small Group Participant Guide](#) before each meeting. This will serve as a reminder to everyone about how Small Groups at Northminster operate!

NEXT STEPS

As leaders, our job is to protect our group. If you are experiencing a problem with an individual in your group, here is the plan we want you to follow:



Before you move forward, contact leadership! We are here to support you and your Small Group. Before your initial conversation, loop in Mike - 513-227-5774.

STEP 1

Conversation 1 with Co-facilitator and Difficult Person

Pray:

The first thing you need to do is pray with your co-facilitator. You need to ask God for wisdom so that your heart would be pure, your motives would be clean, and that the person's heart would be softened and ready to receive the conversation

Have a Personal Conversation:

Don't make this a group conversation. Go right to the person directly and quickly. Say, "Hey, here's some things I've observed."

Be Direct:

Don't be blunt, but be direct and kind in the way that you confront. Do it in a way that you'd want them to confront you. Bring the conversation back to the Small Group Participation Guide. Maybe the person talks too much in the group so you say, "In the group, it seems like you use more words than other people. The problem is if you talk too much, other people don't get a chance to share."

Follow-Up:

If the person is receptive to your help, then this is an important step to take and work out. Make sure you're faithful to do your part and when you see progress being made, you celebrate it. Whether it's a note, email, phone call, or pat on the back, make sure you encourage them.

If problems go unchanged, move on to Step 3.

STEP 2

Conversation 2 with Co-facilitator and Difficult Person

Repeat Step 2:

Be direct and let the Difficult Person know that the next step is that they will be asked to leave the group.

STEP 3

Difficult Person will be Asked to Leave the Group

Greg will be looped into the situation. You will get together with Greg and the Difficult Person and they will be asked to leave the group.