



## CRITICAL CONVERSATIONS

### HOW TO ADDRESS HAZING AND GROWTH



This one-page guide to difficult conversations will help advisors navigate the often intimidating landscape of tough topics that come up in chapters. While offering specific questions directed to a conversation on hazing, this guide can assist in topics from member discipline to social behavior and how to set up these discussions for growth and collaborative conversation.

As an advisor, difficult conversations become a frequent piece to learning how to navigate different communication styles within our chapters. From discussing social behavior or member conflicts to addressing hazing, there is a wide variety of critical conversations that happen amongst the membership. Your goal is to make these conversations as productive and professional as possible.

#### **TO ASSIST YOU IN THESE SITUATIONS, UTILIZE THE TIPS BELOW.**

**DO** begin from a place of respect and stop worrying about being liked. Your role as an advisor is to help the chapter grow and stay a place that members can experience a positive membership journey.

**DO** focus on what you're hearing and not what you're saying. Conversations are more productive and comfortable when all members feel heard and as though they are equals.

**DO** be direct. When conversations get difficult, the temptation is to add extra information to ease the conversation, but instead that often adds confusion.

**DON'T** point fingers or add blame. Stick to the facts to avoid raising tensions over the course of the conversation.

**DON'T** put it off. Waiting for someone else to address the issue only allows it time to grow and further negatively impact the sister or the chapter.

#### **SAMPLE QUESTIONS:**

- What are some traditions this chapter has? What values do they uphold?
- When are times you've felt uncomfortable in a chapter setting?
- What do you remember most about your new member process?