



“Come Together” Handout

Best Practices

How to build better relationships between your Phi Theta Kappa Chapter and the Associated Students.

Tips for Advisors!

- Schedule a one on one coffee break with the AS advisor!
- Share advising tips!
- Invite the AS Advisor to your next chapter meeting.
- Make time to attend the next AS meeting.
- Bring the AS Advisor to the next International or Regional conference.
- Make sure the Student Life Department and its website has the most updated information regarding:
 - Phi Theta Kappa Membership,
 - Meetings,
 - Commencement Regalia,
 - and Fellowship Events.
- Be an advocate for the Director of Student Life.

Tips for Chapter Officers!

- Schedule a Pizza Mixer with AS Board and Phi Theta Kappa Board.
- Attend the next Inter-Club Council meeting and report on upcoming fellowship events and how to join.
- Aim to do one event a year with the AS.
- Hold on to your integrity- 3.5 GPA. That is what makes you Phi Theta Kappa!
- Teach AS about what it takes to be a 5 Star Chapter, they will want to support you.
- Follow ALL college policies; you are still considered a student group.
- Remember, you are still students, just like AS officers.
- “Like” each other’s Facebook Pages.

Phi Theta Kappa Leadership Studies Briefs Recommends the following: Two Models for Guiding Through Conflict (*Summarized*) <http://www.ptk.org/?q=get-involved/leadership-development/briefs/conflict/two-models-for-guiding-through-conflict>. (4.4.2012)

Thomas-Killman Conflict Modes—Kenneth Thomas and Ralph Killman identified five modes, or styles with which people handle conflict, that vary in their degrees of cooperativeness and assertiveness. Each style is useful in different conflict situations and has a positive side and a negative side. Most people have a preferred style, however, and are not aware of the benefits of understanding and using the other styles.

The five styles are:

- **Competitive** - This style is firm, assertive, and not cooperative. It is often based on a position of power, rank, expertise, or strong persuasive abilities that lead a person to always want to “win.”
- **Collaborative** - This style is inclusive and is both assertive and cooperative; people who handle conflict in a collaborative way work very hard to ensure that everyone is involved in making the best decision or choice.
- **Compromising** - This style seeks to develop a solution that at least partially satisfies everyone; it is less assertive than the collaborative style, but still somewhat assertive, and it is cooperative. The person using this style expects everyone, including themselves, to give up something.
- **Accommodating** - This style shows a willingness to meet the needs of others in a conflict at the expense of the Accommodator's own needs. The Accommodator knows when to give in to keep a conflict from spiraling out of control.
- **Avoiding** - This style is evasive; it is neither assertive nor cooperative. The person using this style seeks to avoid conflict altogether, perhaps by delegating controversial decisions outside of the group to avoid a situation where disagreement may occur, or not allowing for consideration of alternatives - “going with the default configuration.”

Interest-Based Relational Approach

In this model, there are guidelines to help a group respect individual differences and simultaneously work to keep members from becoming too entrenched with their respective positions.

The guidelines are:

- Good relationships must remain the top priority. Be courteous, calm, and constructive.
- People are not problems. Usually, no one is seeking to be difficult for the sake of being difficult - there are real and valid differences among positions.
- Pay attention to the details. Listening actively and carefully is always important to develop an understanding of others' positions.
- Listen first, talk second. Understand others' positions before talking about or defending your own.
- Always get the relevant facts. Agree on an objective and dialogue about the environment, resources, constraints, and anything else that will have an impact on the decision.
- Emphasize exploration. When people explore, they are open to new discoveries - to the idea that new or different ideas and positions may exist and that the group can discover these options and determine the best one jointly.