

CONFLICT & RESOLUTION

*How EFF chapters handle
conflict — with grace, maturity,
and the right steps.*

A Chapter Resource Guide · 2026



THE EFF WAY (MATTHEW 18)

1 Address It Directly & Privately

Go directly to the person involved. Have a private, respectful one-on-one conversation first.

2 Bring In a Neutral Third Party

If unresolved, involve your Advisor or Chapter President as a neutral mediator.

3 Escalate to National Headquarters

If still unresolved after steps 1 & 2, contact National HQ for formal support.



ALWAYS:

- ⊘ Keep it OFF social media — no subtweeting or public callouts
- ✦ Assume good intent
- 🙏 Pray about it first

THINGS TO TRY

De-Escalation Strategies



Cool off before
you respond

Use I feel...
statements, not
blame

Listen fully before
replying

Find something
you both agree on

Focus on the issue,
not the person

Agree on clear
next steps

Follow up later to check in

DO'S & DON'TS



DO ✓

- ✓ Address it early before it escalates
- ✓ Keep it private between parties involved
- ✓ Loop in your Advisor when needed
- ✓ Document serious issues in writing
- ✓ Stay respectful at all times

DON'T ✗

- ✗ Gossip or vent to other members
- ✗ Post about it online or subtweet
- ✗ Take sides publicly
- ✗ Let it fester — address it promptly
- ✗ Retaliate against someone for speaking up

FAQ + WHEN TO ESCALATE

Q1: What if the conflict is with an officer or the President?

A: Still go directly and privately first. If unresolved, involve the Advisor, then Nationals.

Q2: What if it involves money, harassment, or safety?

A: Escalate to Nationals right away — do not handle alone.

Q3: What if the other person won't talk?

A: Bring in your Advisor as a neutral party.

Q4: Is it confidential?

A: Yes — handled respectfully and privately.

Q5: What if I'm retaliated against for reporting?

A: Retaliation is strictly prohibited. Report it immediately.

HOW TO ESCALATE:

Submit the EFF Chapter Grievance Form or email:
chapters@estherfundsinc.org / nationals@estherfundsinc.org

*Use the Conflict Resolution Worksheet & Agreement
with your Advisor present.*

***“Handle it early. Handle it with grace.
Every Future Fulfilled.”***

