

Conflict Resolution

If at all possible, as much as it depends on you, live peaceably with all men~

Romans 12:18

Conflict-is a belief that if you get what you want, I can't get what I want.

Why Do Conflicts Occur?

- Different interests
- Same interests that are in conflict
- Position of a middle man
- Misunderstanding
- Unhealed "stuff" from the past
- Incomplete information
- Different ideas of resolution
- Feelings of being attacked
- Feelings of hopelessness
- Feelings of despair
- Being tired

Where Do We Begin In Resolving Conflict?

First: Decide whether or not to overlook the offense-**Proverbs 19:1-a**
man's wisdom gives him patience; it is to his glory to overlook an offense.

Overlooking an offense is a heart issue and not easy. Here are the steps to "overlooking" an offense.

- Decide if it's appropriate to overlook the offense
- If so, then ask God's help to not dwell on the issue.
- If not, then it is appropriate to go to your brother and discuss it between the two of you.

Second: If you choose to address the offense, then use the following steps:

- **GLORIFY GOD- (Psalms 37:3-5)**
 - Do all to God's glory –**I Corinthians 10:31**
 - God's wisdom is pure, peaceable, gentle, willing to yield, full of mercy and good fruits, without partiality and without hypocrisy. –**James 3:17-18**
- **GET THE LOG OUT OF YOUR EYE-Matthew 7:3-5**

- We don't prosper if we cover our sin-**Proverbs 28:13**
- When we confess our sins one to another, we receive healing-**James 5:16**
- **GENTLY RESTORE-Galatians 6:1-2**
 - Instead of pretending that conflict doesn't exist, or talking behind someone's back, seek to restore rather than condemn.
- **GO BE RECONCILED-II Corinthians 5:18**
 - Personal issues- Confession and forgiveness
 - Material issues-Negotiate and compromise

What Are Some Practical Suggestions?

- Make the conversation "safe."
 - Reflect mutual purpose and respect.
 - Address privately.
 - Make the message appropriate for the receiver's frame of reference.
 - People will listen and receive almost anything IF they believe you care.
- Get all the information/perspectives on the table.
 - Be proactive and timely.
 - Ask questions until you know everything about the issue.
 - Attempt to understand their motivations and concerns.
 - Keep your composure and be respectful.
 - Address rumor immediately. Stop it and ignore it.
 - Don't assume.
 - Maintain confidentiality.
- Begin the process.
 - Be compassionate and empathetic
 - Humbly apologize when appropriate.
 - Think (and say) how the other person might feel.
 - Be solution-oriented.
 - Try not to interrupt.
 - Separate issues and the person from the issues.
 - Identify the real problem-be specific. If a person is not being specific, they are not ready to confront.
 - Stay on the subject.

- Look at all options.
 - Say something positive and encouraging.
- Decide on the direction
 - Have a restoration mindset.
 - Make an action plan.
 - Review solution/resolution.
 - Follow-up-check on the person...How's it going?.. Are you ok?
- Avoid:
 - Arguing
 - Superlatives-never, always
 - Personal attacking-demands, accusations, tone
 - Bringing up old issues
 - Unwillingness to compromise
 - Frustration
 - Blaming
 - Martyr mentality
 - Threatening
 - Defending self
 - Failing to follow through