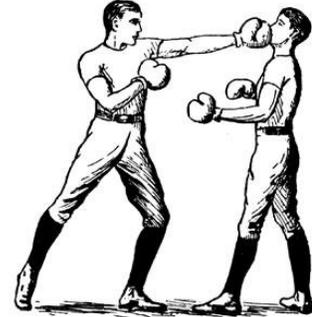


*“What causes fights and quarrels among you? Don’t they come from your desires that battle within you?” – James 4:1*

## **Conflict Resolution Styles**



### **1. Persuading**

- When a person attempts to change another’s point of view, way of thinking, feelings, or ideas. Assumes that the other is incorrect or ignorant and needs to change.

Used most frequently of all the conflict resolution styles. “Let me explain why I’m right.”

### **2. Compelling or Forcing**

- Use of authority (real or perceived) to get your way. “My way or the highway!” “Because I’m in charge!” Used appropriately when rights are being violated.

### **3. Avoiding / Ignoring / Accommodating / Fleeing**

- Characterized by inaction and passivity—high concern for others and low concern for self. “Let’s just wait and see.” – nonassertive attitude – “Can’t we all just get along?” Some pastors/leaders may avoid attempting to resolve a conflict for fear that their actions will stimulate more conflict. Assume things will improve/go away eventually.

### **4. Collaborating**

- Elevated interests in your outcome as well as in the outcome for others. Highly assertive and highly empathetic at the same time. Recommended above all other styles in most, but not all, situations.

### **5. Bargaining or Negotiating**

- Assumes you cannot get everything you want—so you try to get all you can. A ‘sorta-win-sorta-lose’ type strategy

### **6. Support**

- Someone else’s conflict they brought to you. Listen, encourage, and empower them to solve their own problems. Don’t let their conflict become your conflict.

## Resolving Conflict Biblically

When we don't know how to handle conflict, little troubles can become \_\_\_\_\_ .

### Toxic Reactions

1) Brood    2) Blow-Up    3) Triangulate

The quickest resolution between two points of contention is always \_\_\_\_\_ .



We triangulate because we lack \_\_\_\_\_ in others or self-confidence in ourselves.

*“If a fellow believer hurts you, go and tell him—work it out between the two of you. If he listens, you’ve made a friend. If he won’t listen, take one or two others along so that the presence of witnesses will keep things honest, and try again. If he still won’t listen, tell the church. If he won’t listen to the church, you’ll have to start over from scratch, confront him with the need for repentance, and offer again God’s forgiving love.”*

Jesus, Matthew 18:15-17, MSG

**Step One: Go directly to the person** [Matthew 5:23-24]

**Step Two: Take 1-2 others** [Deuteronomy 19:15]

**Step Three: Take before the church** – use proper channels

**Step Four: Continue to seek reconciliation** [Ephesians 4:2-3, 31-32]

*“Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace... Get rid of all bitterness, rage and anger, brawling and slander, along with every form of malice. Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you.”*

Paul, Ephesians 4:2-3, 31-32

## Resources

Hope in the Face of Conflict: Making peace with others the way God makes peace with us, by Dr. Kenneth C. Newberger

The Peace Making Pastor: A Biblical guide to resolving church conflict, by Alfred Poirier

The Anatomy of Peace: Resolving the heart of conflict, by The Arbinger Institute

Leadership and Self-Deception: Getting out of the box, by The Arbinger Institute

Crucial Confrontations: Tools for resolving broken promises, violated expectations, and bad behavior, by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

Crucial Conversations: Tools for talking when stakes are high, by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

Managing Transitions: Making the most of change, by William Bridges

