

CONFLICT MANAGEMENT

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WHAT FACTORS CONTRIBUTE TO CONFLICT?

- Misunderstandings
 - Cultural differences
 - Communication failure
 - Being too rushed/pressured
 - Lack of time together
 - Lack of clarity of expectations

WHAT FACTORS CONTRIBUTE TO CONFLICT?

- Different Goals
- Different Perspectives
- Not dealing with problems earlier
- Avoiding confrontation
- Personality clash
- Lack of relationship or low value
- Hidden motives
- Woundedness
 - Hurt
 - Disappointment
 - Decision that isn't fair
 - Frustration
 - Anger

WHAT CAUSES CONFLICT?

James 4:1-6

What is the source of quarrels and conflicts among you? Is not the source your pleasures that wage war in your members? You lust and do not have; so you commit murder. And you are envious and cannot obtain; so you fight and quarrel. You do not have because you do not ask. You ask and do not receive, because you ask with wrong motives, so that you may spend it on your pleasures. You adulteresses, do you not know that friendship with the world is hostility toward God? Therefore whoever wishes to be a friend of the world makes himself an enemy of God. Or do you think that the Scripture speaks to no purpose: "He jealously desires the Spirit which He has made to dwell in us"? But He gives a greater grace. Therefore it says, "GOD IS OPPOSED TO THE PROUD, BUT GIVES GRACE TO THE HUMBLE."

SOURCE OF CONFLICT SIN

- Greed/selfishness/coveting
- Pride
- Devil
- Not drawing near to God
- We are double minded
- Impatience
- Avoidance of suffering
- Lack of prayer
- Judging others
- Gossip
- Not united under God with Him as our head
- Not submitting to God
- Not trusting or asking God
- Not walking by Spirit
- Going on our own agenda & plans
- Not seeing the big picture, living like earth is our home – worldliness

MANAGING CONFLICT INVOLVES

James 4:7-10

- ⁷ Submit therefore to God. Resist the devil and he will flee from you.
⁸ Draw near to God and He will draw near to you. Cleanse your hands, you sinners; and purify your hearts, you double-minded.
⁹ Be miserable and mourn and weep; let your laughter be turned into mourning, and your joy to gloom.
¹⁰ Humble yourselves in the presence of the Lord, and He will exalt you.

MANAGING CONFLICT INVOLVES

James 4:11-12

- ¹¹ Brothers, do not slander one another. Anyone who speaks against his brother or judges him speaks against the law and judges it. When you judge the law, you are not keeping it, but sitting in judgment on it.
¹² There is only one Lawgiver and Judge, the one who is able to save and destroy. But you—who are you to judge your neighbor?

MANAGING CONFLICT INVOLVES

James 4:13-17

- ¹³ Now listen, you who say, "Today or tomorrow we will go to this or that city, spend a year there, carry on business and make money."
¹⁴ Why, you do not even know what will happen tomorrow. What is your life? You are a mist that appears for a little while and then vanishes.
¹⁵ Instead, you ought to say, "If it is the Lord's will, we will live and do this or that."
¹⁶ As it is, you boast and brag. All such boasting is evil.
¹⁷ Anyone, then, who knows the good he ought to do and doesn't do it, sins.

MANAGING CONFLICT INVOLVES

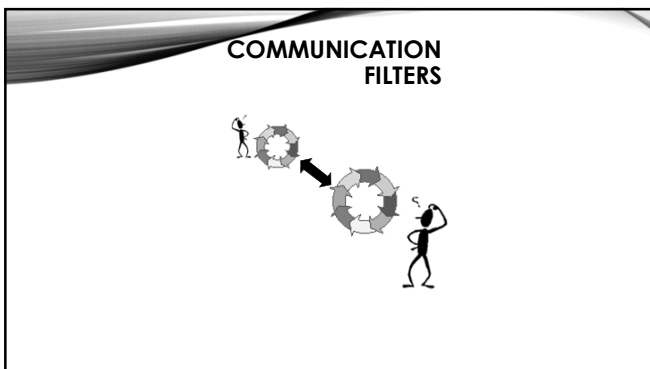
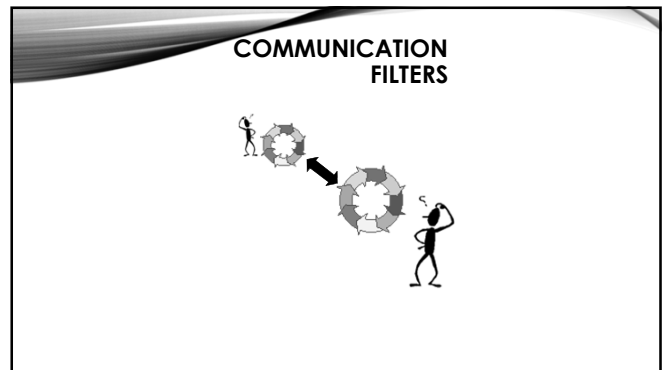
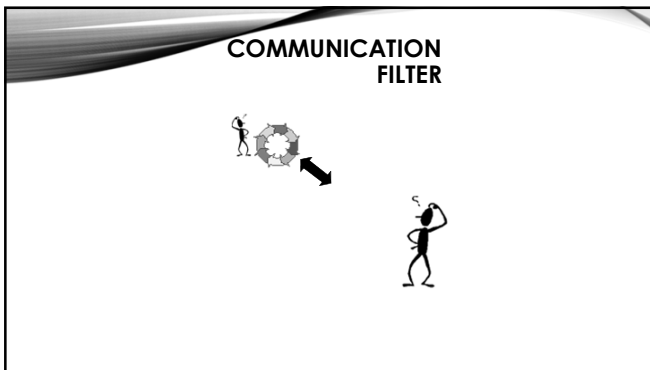
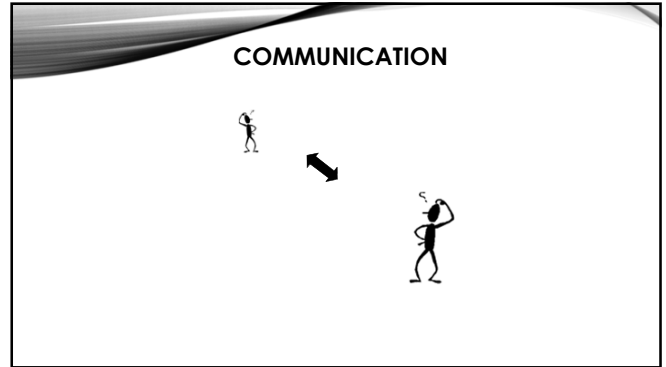
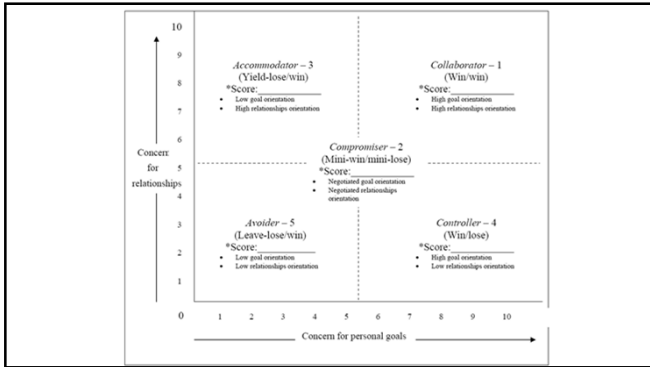
- Submission to God
 - Humility
 - Listening to God
 - Dying to self
 - Obedience
 - Confession of sin
 - Taking log out of our own eye
 - Right relationship to God
 - Attitude adjustment

MANAGING CONFLICT INVOLVES

- Recognizing and dealing with my own issues
- Good Communication
- Energy
- Structure
- Plan & Preparation
- Commitment to: relationship, common goals

HOW DO YOU TEND TO MANAGE CONFLICT?

- Competing/Controlling
- Accommodating
- Avoiding
- Collaborating
- Compromising



PERCEPTUAL FILTERS

"An external event passes through perceptual filters which delete, distort and generalise the incoming data, leaving a package of data that we can usefully attend to consciously. We also understand that our conscious mind stores that data in an internal representation (or memory) of that external event which is intimately linked with our emotional state and physiology which in turn influences our behaviours."

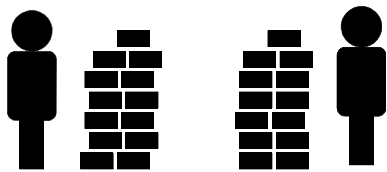
<http://microdot.net/nlp/learning-strategy/communication-model3.shtml>

SOME PERCEPTUAL FILTERS

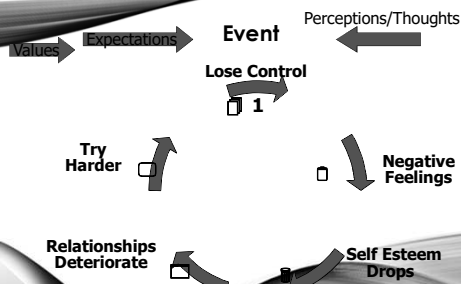
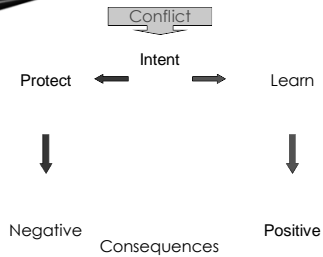
- Meta Programs – unconscious, not based on past experience of beliefs.
- Values – based on experiences; what we fight for to achieve or avoid
- Beliefs – convictions
- Attitudes – collection of values and beliefs around a particular subject; more difficult to change than values
- Memories
- Decisions – related to memories; who we are; what we are capable of doing

SOME COMMUNICATION FILTERS

- Mental – capacity, tired, ADHD
- Psychological – emotional state at the time
- Cultural
- Language
- Noise – anything that hinders or obstructs communication; physical noise can't hear; language proficiency
- Information overload: too much new information
- Expectations
- Past Experiences World view



Held Hurts Become Barriers
WE HIDE & WE HURL



Building Godly Relationships Through:

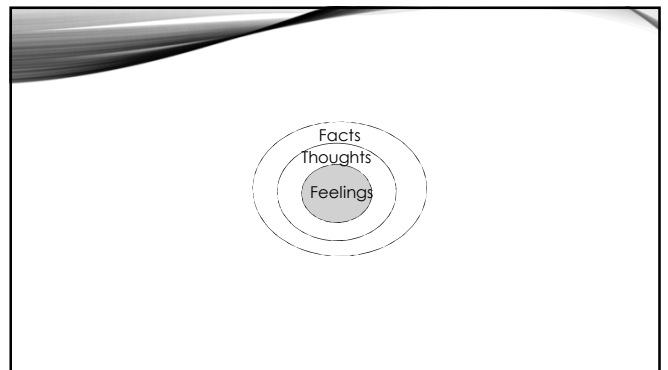
1. COMMITMENT
2. COMMUNICATION
3. CONFLICT RESOLUTION

Building Godly Relationships Through:
 1. COMMITMENT to WORKING TOGETHER

COOPERATION

- RETALIATION
- DOMINATION
- ISOLATION

Building Godly Relationships Through:
 2. COMMUNICATION at HEAD and HEART levels

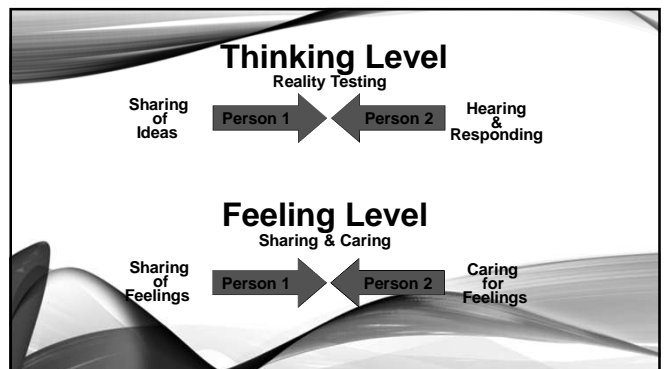


COMMUNICATION

• **BONDING at the HEART Level**

SHARE ↔ **Care**

Connecting Emotionally



COMMUNICATION

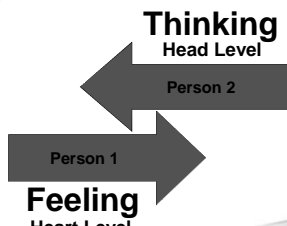
• **CONNECTING at the HEAD Level**



Sharing Ideas &
Sharpening Thoughts

Proverbs 27:17

Thinking
Head Level




Person 2

Person 1

Feeling
Heart Level

ESTABLISHING BOUNDARIES

Isolation **Enmeshment**




Distance
Silence
Coldness
Uncooperative

Dependency
Co-dependency
Control
Manipulation

ESTABLISHING BOUNDARIES

Isolation (Interdependency) Enmeshment

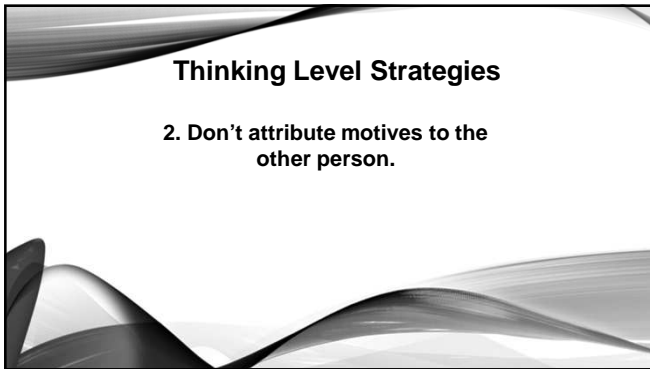


Building Godly Relationships Through:

3. CONFLICT RESOLUTION

Thinking Level Strategies

1. Clarify. Don't assume you know what the other person is thinking. Listen to what they are saying. Keep communication open. Ask questions. Draw out his or her thoughts.



Thinking Level Strategies

2. Don't attribute motives to the other person.

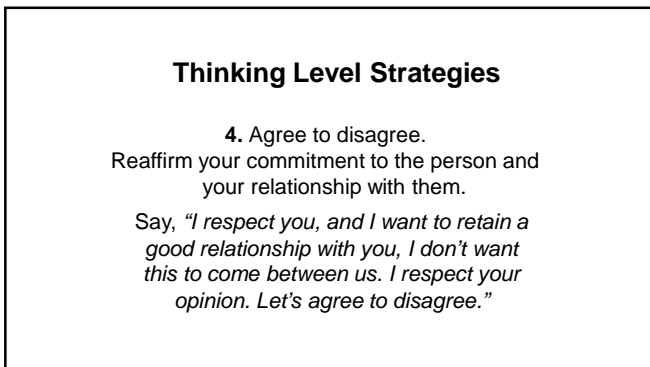
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Thinking Level Strategies

3. Negotiate. Compromise. Collaborate. Accommodate.

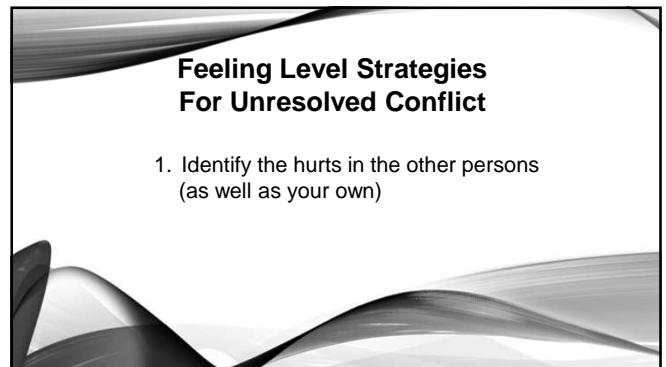
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Thinking Level Strategies

4. Agree to disagree.
Reaffirm your commitment to the person and your relationship with them.
Say, "I respect you, and I want to retain a good relationship with you, I don't want this to come between us. I respect your opinion. Let's agree to disagree."

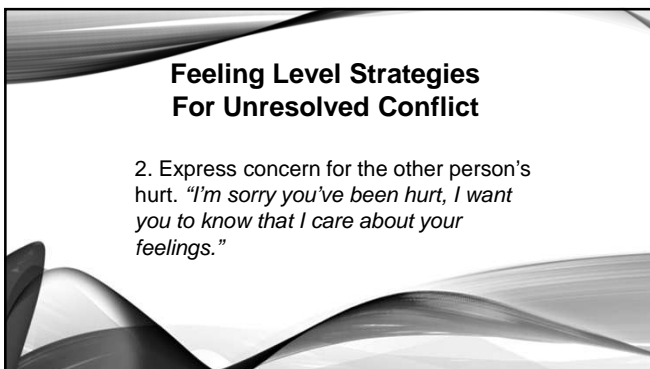
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Feeling Level Strategies For Unresolved Conflict

1. Identify the hurts in the other persons (as well as your own)

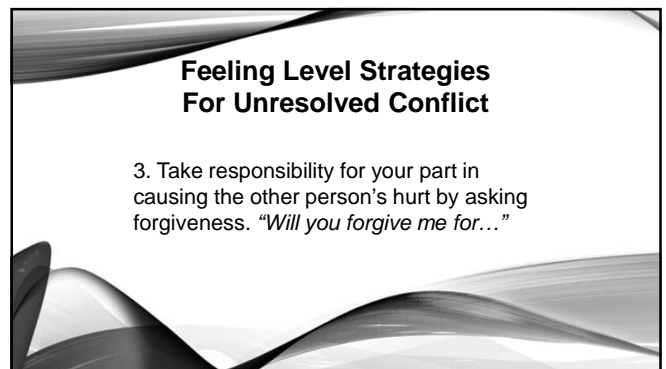
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Feeling Level Strategies For Unresolved Conflict

2. Express concern for the other person's hurt. *"I'm sorry you've been hurt, I want you to know that I care about your feelings."*

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Feeling Level Strategies For Unresolved Conflict

3. Take responsibility for your part in causing the other person's hurt by asking forgiveness. *"Will you forgive me for..."*

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Feeling Level Strategies For Unresolved Conflict

4. Forgive the other person for what you have been holding. *"I forgive you for... I don't want this to be a barrier in our relationship any longer."*

Feeling Level Strategies For Unresolved Conflict

5. Manage your leftover feelings to the glory of God.

- a. Do what is right. Act out love.
- b. Share feelings with God.
- c. Tell yourself the truth.

Guidelines for Handling Conflict

- Don't WHINE
 - Withdraw
 - Hit
 - Invalidate
 - Negative interpretation
 - Escalate

Guidelines for Handling Conflict

- When escalating:
 - Take a time out
 - Schedule a time that is better for discussing
 - make use of speaker listener technique

Guidelines for Handling Conflict

- Schedule weekly or even daily time to talk to deal with key issues and problems
- Set conflict free zones for fun & friendship
- Use good communication skills

Speaker - Listener

Listening

- Focused Listening
- Empathic Listening
- Detached Listening
- Accurate Listening

Listener's Cue Card #1 Focused Listening

- Maintain eye contact
- Eliminate distractions
- Focus your memory
- Message acknowledgment
 - nod head
 - listening noises

Listener's Cue Card #2 Empathic Listening

- Try to match their emotional state unless it is hostile
- Try to understand **their perspective**
- Demonstrate unconditional acceptance & respect
- Save your advice until **THEY KNOW** you understand:
 - their feelings
 - what makes them feel that way

Listener's Cue Card #3 Detached Listening

- Maintain a neutral position
- Suspend your judgment
- Don't be defensive, [your feelings]
- Listen for the positive side of the message
- Avoid rebuttals
 - think before responding
 - don't criticize
- Take time-outs when necessary
- Remember, they are someone you care about, not an enemy

Listener's Cue Card #4 Accurate Listening

- No assumptions or mind reading
- Clarify
 - Do you mean _____?
 - Ask what, not why questions
- Be active
 - paraphrase back what you hear, don't add your own thoughts or feelings to the message
 - visualize the story in your mind

Speaker's Cue Card #1 Purpose

- To provide more data for broadening the other person's perspective of the situation
- To present it in a way that the person can hear without being overwhelmed (defensiveness from anger, hurt, guilt)
- To seek solutions and not personal victories

Speaker's Cue Card #1 Purpose

- To facilitate intimacy and support and to resolve conflict
- Help the other person to **understand** your perspective without forcing them to **agree**
- To help me as the speaker to move to a deeper understanding of what is going on inside myself

Speaker's Cue Card #2 Preparation

- Reflect on self awareness
- Reflect on issues of security
- Get the log out of your own eye
 - take responsibility for own wrong
 - confession of sin to God and other
 - ask God to help change our attitude and habits that contribute to conflict
 - repair any harm we have caused
- Seek the Lord's guidance
- Good timing

Speaker's Cue Card #3 Content

- Discuss one topic at a time
- Stick to the factual and observable
- Talk about your feelings, **NOT** their motives
- Acknowledge your part in the problem
- Talk about your needs, **NOT** your demands
- Be specific vs.. general

Speaker's Cue Card #4 Delivery

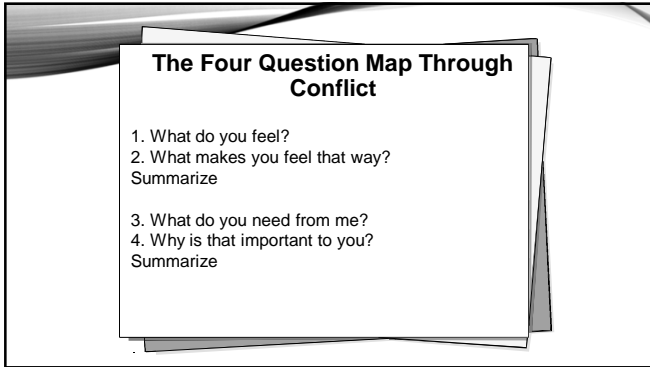
- Be pleasant, gentle, respectful, and kind
- Use humor but not sarcasm
- Make short statements to make sure the listener understands
- Make I statements vs. **you** statements
- Avoid trigger words
- Use appropriate assertiveness

The Four Question Map Through Conflict

1. What do you feel?
 2. What makes you feel that way?
- Summarize

Why Summarize?

- to ensure accuracy
- to demonstrate understanding
- to help your partner go deeper
- to confirm or clarify



The Four Question Map Through Conflict

1. What do you feel?
2. What makes you feel that way?
Summarize
3. What do you need from me?
4. Why is that important to you?
Summarize