

Conflict Resolution
Conflict Resolution Study

I. Three Opportunities in Conflict

- i. *Grow in Relationship with Jesus*
 - a. Working through conflict allows you to put off the old self by discovering sinful attitudes and practices and put on Christ by extending a humble, forgiving, and keeping a no-record-of-wrong heart.
 - b. Spiritual growth occurs by changing what you believe, not by managing behavior.
 - ii. *Serve Others*
 - a. Love is a commitment to the needs and interests of another and their relationship with Jesus, regardless of the cost to you.
 - iii. *Reveal God's Heart to the World*
 - a. Every conflict is an opportunity to show what you really believe about God, His love, His forgiveness, and His call for you to bear His image.
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II. Biblical Patterns of Navigating Conflict

- i. *God's Desire*
 - a. Matthew 5:23-24- "Therefore, if you are offering your gift at the altar and there remember that your brother or sister has something against you, leave your gift there in front of the altar. First go and be reconciled to them; then come and offer your gift."
 - ii. *Overlook Minor Offenses*
 - a. Proverbs 19:11- "A person's wisdom yields patience; it is to one's glory to overlook an offense."
 - iii. *Approach the Offender*
 - a. Matthew 18:15-20- "If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses.' If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector. 'Truly I tell you, whatever you bind on earth will be bound in heaven, and whatever you loose on earth will be loosed in heaven. 'Again, truly I tell you that if two of you on earth agree about anything they ask for, it will be done for them by my Father in heaven. For where two or three gather in my name, there am I with them.'"
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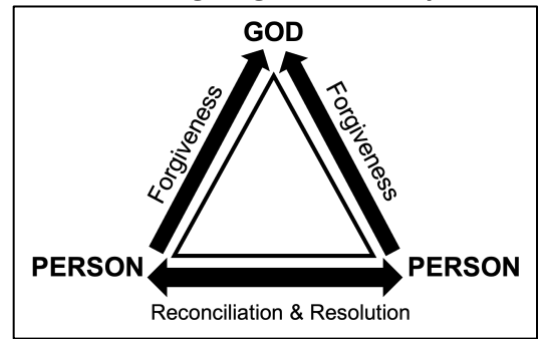
III. Forgiveness Is the Only Solution

- i. *Biblical Instruction*
 - a. 1 Corinthians 13:5- "[Love] does not dishonor others, it is not self-seeking, it is not easily angered, it keeps no record of wrongs."
 - b. Colossians 3:13- "'Bear with each other and forgive one another if any of you has a grievance against someone. Forgive as the Lord forgave you.'"

c. Ephesians 4:32- "Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you."

ii. *Forgiveness is between you and God*

- a. The first step of resolving conflict is forgiveness, which is between you and God, not the offender.
- b. View the Conflict Resolution Triangle.



iii. *Spiritual Healing*

- a. Forgiveness involves releasing another from a liability, canceling a debt, or offering a pardon without resentment or desire for revenge.

iv. *Emotional Healing*

- a. Forgiveness releases experienced hurt and anger while expressing sorrow and regret.

v. *Four Promises to Forgiveness*

- a. I will not dwell on this incident.
- b. I will not bring this incident up and use it against you.
- c. I will not gossip to others about this incident.
- d. I will not allow this incident to stand between us or hinder our relationship.

vi. *Wise Words:*

- a. "Time will not heal you, but it does takes times to heal."

IV. Reconciliation Must Precede Resolution

i. *Reconciliation*

- a. Replacing hostility and separation between you and another person with peace and relationship.
- b. The focus of reconciliation is on the relationship.

ii. *Resolution*

- a. Satisfactorily solving areas of disagreement between you and the other person.
- b. The focus of resolution is on the issue.

iii. *Commitments*

- a. Commit to reconcile the relationship before resolving the issue.
 - If you try to resolve the issues before you reconcile the relationship you will likely do neither.
- b. Commit to humility throughout the journey of reconciliation.
 - Proverbs 13:10- "Where there is strife, there is pride, but wisdom is found in those who take advice."
- c. Commit to extending grace before truth .
 - Romans 5:8- "But God demonstrates his own love for us in this: While we were still sinners, Christ died for us."
- d. Commit to taking the initiative in reconciliation (Matthew 18:15-20).
 - Identify and address the effects of offending action.

iv. *The Process*

- a. Unresolved issues turn into unreconciled relationship. (1) Go to God and forgive the other person. (2) Go to the offender and reconcile the relationship with them, utilizing the Reconciliation Model and Feeling Words Chart. (3) Resolve the issue with the other person (advice to wait a couple days after reconciliation to resolve the issue). (4) Commit to live with peace with the other.

Reconciliation		
Phase	Model for Sharing Your Hurts & Offenses	Model for Apologizing
Initiate	<p>*Ensure you have forgiven the other person (between you and God) in your heart before you bring your hurts to the them.</p> <p>"I have something I need to share with you that is personal. Do you have time to talk?"</p>	"Yes, this is a good time to talk."
Heard	"It hurt me when you _____ (action). It made me feel _____ (emotion)."	"I am so sorry. What I hear is that you felt _____ (emotion) because of _____ (action). Is that correct?"
Understood	"Yes."	"I am so sorry for _____ (express sorrow and regret for how you may have hurt the other person). Do you feel understood?"
Taken Seriously	<p>*If "Yes"</p> <p>*If "No"</p>	<p>"I am so sorry. Will you please forgive me? I love you/ care for you deeply."</p> <p>"Let me try to understand better. This would be like _____ (put yourself in their shoes and think of and share a made up example, similar to this one but with the roles reversed). Do you feel understood?"</p>
	"I forgive you. Is there anything I've done that hurt you that we can address?"	*If there is, repeat process by switching roles.
	*At the end hug and prayer together. Thank God for bringing peace and resorting your relationship. Ask Him for wisdom, humility, understanding and love to resolve whatever the issue is.	

FEELING WORDS

Mad		Sad		Glad		Afraid		Confused		Ashamed		Lonely
Bothered	A Little	Down	A Little	At Ease	A Little	Uneasy	A Little	Curious	A Little	Uncomfortable	A Little	Out of place
Ruffled		Blue		Secure		Apprehensive		Uncertain		Awkward		Left Out
Irritated		Somber		Comfortable		Careful		Ambivalent		Clumsy		Unheeded
Displeased		Low		Relaxed		Cautious		Doubtful		Self-conscious		Lonesome
Annoyed		Glum		Contented		Hesitant		Unsettled		Disconcerted		Disconnected
Steamed		Lonely		Optimistic		Tense		Hesitant		Chagrined		Remote
Irked		Disappointed		Satisfied		Anxious		Perplexed		Abashed		Invisible
Perturbed		Worn Out		Refreshed		Nervous		Puzzled		Embarrassed		Unwelcome
Frustrated		Melancholy		Stimulated		Edgy		Muddled		Flustered		Cut Off
Angry		Downhearted		Pleased		Distressed		Distracted		Sorry		Excluded
Fed Up		Unhappy		Warm		Scared		Flustered		Apologetic		Insignificant
Disgusted		Dissatisfied		Snug		Frightened		Jumbled		Ashamed		Ignored
Indignant		Gloomy		Happy		Repulsed		Unfocused		Regretful		Neglected
Ticked Off		Mournful		Encouraged		Agitated		Fragmented		Remorseful		Separated
Bristling		Grieved		Tickled		Afraid		Dismayed		Guilty		Removed
Fuming		Depressed		Proud		Shocked		Insecure		Disgusted		Detached
Explosive		Lousy		Cheerful		Alarmed		Dazed		Belittled		Isolated
Enraged		Crushed		Thrilled		Overwhelmed		Bewildered		Humiliated		Unwanted
Irate		Defeated		Delighted		Frantic		Lost		Violated		Rejected
Incensed		Dejected		Joyful		Panic Stricken		Stunned		Dirty		Deserted
Burned		Empty		Elated		Horrificed		Chaotic		Monified		Outcast
Burned Up		Wretched		Exhilarated		Petrified		Torn		Defiled		Abandoned
Outraged		Despairing		Overjoyed		Terrified		Baffled		Devastated		Desolate
Furious	A Lot	Devastated	A Lot	Ecstatic	A Lot	Numb	A Lot	Dumbfounded	A Lot	Degraded	A Lot	Forsaken

SOURCE: Cited in Beverly Hartz, "Pastoral Care and Chaplaincy" class notes, Fall 2000, Talbot Theological Seminary

V. Resolution

- i. Resolving the issues involves satisfactory solving areas of disagreement.
- ii. A deliberate effort and submitted heart is required to keep relationships reconciled and resolved