

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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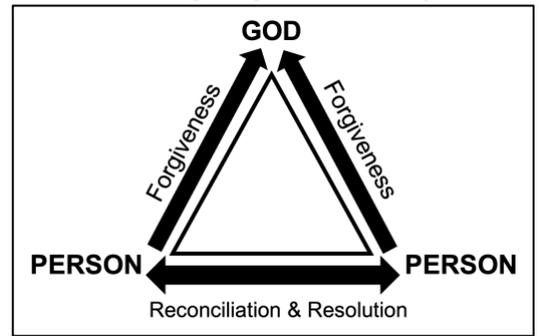
III. Forgiveness Is the Only Solution

- 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>	<p>“Yes, this is a good time to talk.”</p>
Heard	<p>“It hurt me when you _____ (action). It made me feel _____ (emotion).”</p>	<p>“I am so sorry. What I hear is that you felt _____ (emotion) because of _____ (action). Is that correct?”</p>
Understood	<p>”Yes.”</p>	<p>“I am so sorry for _____ (express sorrow and regret for how you may have hurt the other person). Do you feel understood?”</p>
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>
	<p>“I forgive you. Is there anything I’ve done that hurt you that we can address?”</p>	<p>*If there is, repeat process by switching roles.</p>
	<p>*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.</p>	

FEELING WORDS

Mad	Sad	Glad	Afraid	Confused	Ashamed	Lonely
Bothered	Down	At Ease	Uneasy	Curious	Uncomfortable	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	Horrified	Chaotic	Mortified	Outcast
Burned Up	Wretched	Exhilarated	Petrified	Torn	Defiled	Abandoned
Outraged	Despairing	Overjoyed	Terrified	Baffled	Devastated	Desolate
Furious	Devastated	Ecstatic	Numb	Dumbfounded	Degraded	Forsaken
A Little	A Little	A Little	A Little	A Little	A Little	A Little
A Lot	A Lot	A Lot	A Lot	A Lot	A Lot	A Lot

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