



New Horizons
COMMUNITY CHURCH

Leadership Training

Conflict Resolution

Participant Guide

Answer the following questions by circling the correct answer(s):

1. If you follow the Bible's way of handling conflict, all conflict will be resolved?
True or False
2. It's always best when you're irritated or have a problem with someone, to speak to a friend who knows both parties involved first. They may be able to give you helpful perspective you wouldn't have on your own.
True or False
3. If you have a hard time addressing conflict with someone else face to face, it's a good idea to write a letter, or send an email discussing the issue? Allow them time to think about it and maybe apologize before you meet.
True or False
4. When you discuss a conflict with someone it's important that you try to minimize the significance of the problem(s). This will protect them and help the situation from escalating
True or False
5. Mike has a hard time addressing conflict. He comes to you with a problem he's having with someone else. The two of you talk and you want to be able to support Mike. Which of the following is biblically recommended? Circle the answer(s).
 - A. You go with Mike to talk with this other person and act as a mediator
 - B. You offer to pray for Mike about the problem
 - C. You suspect it's Mike's fault based on passed experiences so you confront him on the issue.
 - D. You tell Mike you don't want to be involved and stop him from giving you an details
 - E. You tell Mike to go talk with the other person about the issue

6. What is the main take away from Matthew 5:23-24?

So if you are offering your gift at the altar and there remember that your brother has something against you, leave your gift there before the altar and go. First be reconciled to your brother, and then come and offer your gift. (ESV)

7. What is the main take away from Matthew 7:3-5?

Why do you see the speck that is in your brother's eye, but do not notice the log that is in your own eye? Or how can you say to your brother, 'Let me take the speck out of your eye,' when there is the log in your own eye? You hypocrite, first take the log out of your own eye, and then you will see clearly to take the speck out of your brother's eye. (ESV)

8. What is the main take away from Proverbs 19:11?

Good sense makes one slow to anger, and it is his glory to overlook an offense. (ESV)

9. Is all Conflict bad? (Why?)

Yes?

No?

10. What are some of the benefits of Conflict?:

1. _____

2. _____

3. _____

4. _____

2 Corinthians 7:10-12, " For godly grief produces a repentance that leads to salvation without regret, whereas worldly grief produces death. For see what earnestness this godly grief has produced in you (what this conflict has produced), but also what eagerness to clear yourselves, what indignation, what fear, what longing, what zeal, what punishment! At every point you have proved yourselves innocent in the matter. So

although I wrote to you, it was not for the sake of the one who did the wrong, nor for the sake of the one who suffered the wrong, but in order that your earnestness for us might be revealed to you in the sight of God.” (some translations say, but in order that you come out of this with a pure heart)

Why do we dread conflict?

1. _____
2. _____
3. _____
4. _____

Root Causes of Conflict (PART 2)

1. Spiritual Warfare Ephesians 6:10-12 says, “Finally, be strong in the Lord and in the strength of his might. Put on the whole armor of God, that you may be able to stand against the schemes of the devil. For we do not wrestle against flesh and blood, but against the rulers, against the authorities, against the cosmic powers over this present darkness, against the spiritual forces of evil in the heavenly places.”

2. Differences

This often works itself out in a number of ways, differences in:

3. Communication Breakdowns

What would be some examples of types of communication breakdowns?

- _____
- _____

4. Your Own Junk

Past hurts, insecurities, over sensitivity, defensiveness, emotional shut downs, etc.

_____ people _____ people

Hebrews 3:13, "But exhort one another every day, as long as it is called "today," that none of you may be hardened by the deceitfulness of sin."

If we _____, it WILL (not it can or it might...it WILL) produce more fruit of sin, such as bitterness, anger, resentment. It can _____ to hear God's voice.

4 Principles of Conflict Resolution

How to resolve conflict. Matthew 18:15-17

"(principle 1) If your brother sins against you, go and tell him his fault, between you and him alone. If he listens to you, you have gained your brother. (principle 2) But if he does not listen, take one or two others along with you, that every charge may be established by the evidence of two or three witnesses. (principle 3) If he refuses to listen to them, tell it to the church. (principle 4) And if he refuses to listen even to the church, let him be to you as a Gentile and a tax collector.

Principle 1 - One on One

Principle 2 - Bring One or Two Others With You

2 Questions to Answer?

1- Q. Why would I bring someone in to my problems?

A. _____

2- Q. Who should I bring into this

A. _____

Principle 3 - Tell It To The Church

Principle 4

Yes. There's an element of church discipline for a scenario between believers the that's not unpacked here. However, even with discipline the call is still to love and keep loving. How did Jesus treat tax collectors? How did Jesus treat gentiles? He loved them and invited them to follow him. Today we would still always treat with kindness and respect those unwilling to resolve conflict with us, share the Gospel with them and invite them to follow Jesus.

Problems to Solve Vs Tensions to Manage

Tension is Applied Pressure and tension is important.

- How is it important?

Conflicts need to be _____, tensions need to be _____.

Goal of leaders shouldn't be to get rid of tension.

- Why would we want tension? What does it accomplish?

What are some examples of Tensions?:

- Service Lengths
- Homework/Chores/Bed time with kids
- Sales Departments and Purchasing Departments
- _____

Some tensions _____ be solved. They can be helpful and healthy.

Questions to identify healthy tensions:

- 1) Does this problem keep popping up?
- 2) Are there _____ for both sides?
- 3) What is someone has to win?

~ LEADERS need to _____ for both sides

It's not about _____, it's about doing _____ for the organization.

Where do you feel tension?

Are the tensioned parties _____? (This is an obvious place for tension to show up)

- ie. Kids count on Sundays and Sunday counts on Kids.
 - Why would there be natural tension between parties that count on each other?
-

When do things become problems? (Or when can you tell it's conflict?)

- _____ conversations.
- Re-reading sent emails.
- _____