

# Full Gospel Baptist Church Fellowship International

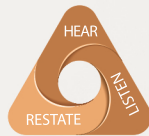
## 5 PHASES OF CONFLICT RESOLUTION:

The following represents FGBCFI's official conflict resolution process. The step by step visual process guide is for every level of our tiers of leadership. Please engage each step before contacting your state or regional Bishop.



### Examine

Dig into the problem. Consider the history, the context, relationships, and the people involved.



### Understand

(Hear, Listen, Restate): Go deeper and find patterns. Establish open-ended questions to build on.



### Investigate

Look beyond the obvious. Identify the gaps in understanding. Dismiss non-essential information.



### Proposed Solution

Identify the "win" for each person involved. Anticipate the implications of the solution. Create the message for the public.



### Reconciliation

The solution will reduce the tension. The action will help to restore personal relationships. The resolution will lead to a better work environment.

"If you haven't thought through a possible solution, it's not time to present your problem."



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