Conflict
Part One
Power Point Presentation Developed by Glen Dawursk, Jr.

Conflict

- *"When imperfect people interact in imperfect ways, conflict results. Conflict is inevitable in all organizations, including those with a Christian mission."*

Dr. Phil Van Auken
"The Well Managed Ministry"

Conflict is Everywhere

- *At Home*
- *At Work*
- *At School*
- *Even At Church*

- "You cannot prevent conflict in the church." God may even allow conflict in order to bring about a change or to encourage spiritual growth

Ken Sande
Peacemakers

Conflict

"Conflict may be unavoidable, but it is not unmanageable."

Marlene Sweeney
"Dealing with Conflict"

Positive Conflicts…

- Refines mutual goals or group objectives
- Promotes a dialog
  Encourages problem solving
- Challenges people toward a greater vision or group goal

Negative Conflict

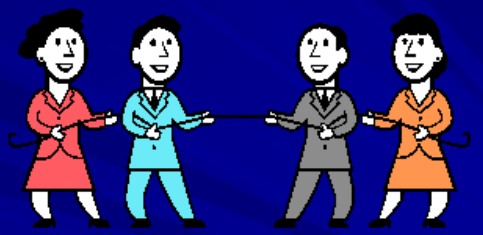
- Destroys:
  - communication,
  - energy,
  - productivity, and
  - cooperation among the group

The Roots to Conflict

- **Originates from a lack of:**
  - ***Goal assimilation***
    - *Does not take ownership of the goals*
  - ***Suboptimization***
    - *Not willing to compromise their personal preferences or desires for the sake of the greater group goals*

How Do We *React* to Conflict?

- **Persuade** others of your position (this works only if they trust you),
- **Compel** them through the enforcing of rules, regulations and penalties,
- **Avoid** discussing the issue OR **Accommodate** the issue by "giving in",



- **Collaborate** a mutual solution,
- **Negotiate** a deal (can be done as part of a collaborative solution),
- **Support** a resolution as just an observer (non-involved third party).

10 Ways to Ease Tension

1. Admit you need each other; work together toward a resolution.
2. Face the conflict; don't ignore it.
3. Listen to others opinions without judging them.

10 Ways to Ease Tension

4. Know your audience and respond accordingly.
5. Recognize the effect of change on the congregation before conflict sets in.

6. Be alert to your emotional involvement to an issue.

10 Ways to Ease Tension

7. Keep issues separate; deal with them one at a time.
8. Empower all parties in a conflict – everyone should own into the solution.

10 Ways to Ease Tension

9. Stay objective and respect everyone's perspective on an issue even if you do not agree.
10. If necessary, bring in a mediator.

The Conflict Resolution Center
Pittsburgh, PA

*Conflict-**Reduction*** Strategies

- The conflict should not be about person or personality – **stick to an issue**.
- Always separate a person's feelings or emotional delivery from their actual thoughts.
- Remain non-confrontational throughout the process.

Conflict-**Coping** Strategies

- Superordinate:
  seek a common cause and commitment
- Fractionize:
  break into smaller issues
- Cross Pollination:
  promoting interdependence
- Compromise:
  works when facilitation has not been clearly defined

Real Change to Conflict Resolution Requires…

- A change in attitude and behavior
- A "Holy Habit"
- Peacemakers

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