



# LEADERSHIP SKILLS FOR SMALL GROUP LEADERS

## CONFLICT RESOLUTION

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NAME

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CONTACT INFO:

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# EXPLORE

In groups of 3-4, discuss the following:

When you have a conflict with someone, what is your natural reaction? Do you run toward the conflict to resolve it or run away from it? Why do you think so?

# EXAMINE

**Where two or three come together  
in Jesus' name...**

There will eventually be conflict

**Matthew 5:9**

**Matthew 5:23-24**

**Mark 11:25**

**Isaiah 9:6**

## Understanding Conflict

**What is Conflict?**

A \_\_\_\_\_ in opinion or purpose that frustrates someone's goal or desires.

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## Causes of Conflict

- \_\_\_\_\_
- \_\_\_\_\_ in values, goals...
- \_\_\_\_\_ over resources
- \_\_\_\_\_ attitudes and desires
- \_\_\_\_\_ caused by change

## The Progression of an Idol

- I desire
- I demand
- I judge
- I punish

## The Cure for an Idolatrous Heart

- Confess your sin and trust in God alone for everything you need.
- Replace idol worship with worship of the true God.

**“Delight yourself in the Lord;  
And He will give you the desires of your heart”.**

PSALM 37:4

## EXPRESS

In groups of 3-4, discuss the following:

1. What is the worst conflict you have faced? How did you respond and how was it resolved? What do you think could you have done differently?
2. Do you see yourself as a peacemaker? How can you live out this role in your life?

## EXPERIENCE

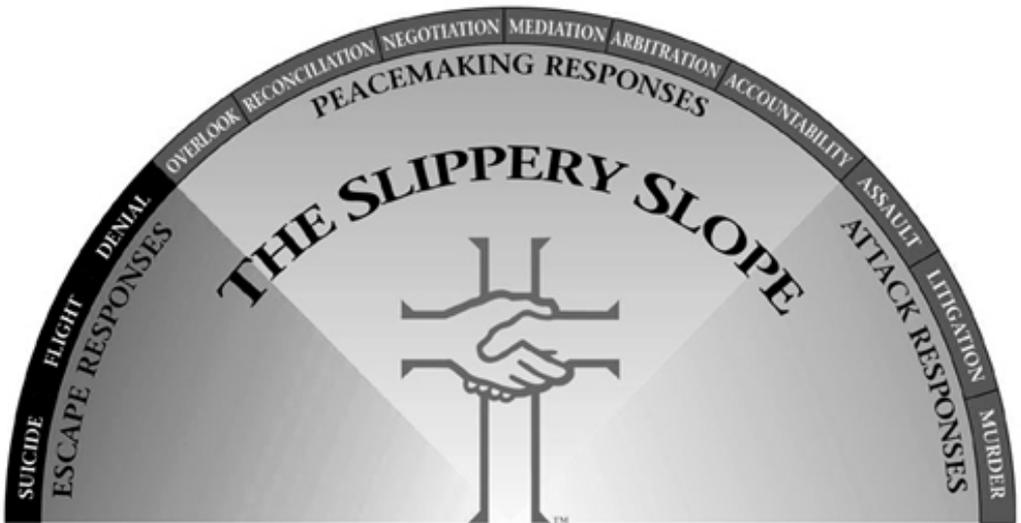
For personal reflection: in your journal write down a personal conflict that you've had or are currently facing. Identify the causes of that conflict. See how you can apply the concept of the progression of an idol in this case. Spend time with God and ask Him to cure you from any idolatry that has taken hold of the top spot in your heart. End with repentance and a resolve to be reconciled with the person who had/have conflict with.

# EXPLORE

In groups of 3-4, discuss the following:

How do you usually respond to conflicts?

## RESPONSES TO CONFLICT



### Understanding Conflict and Our Responses to It

- Escape responses
- Attack responses
- Peacemaking responses

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## 1. ESCAPE RESPONSES

### a. DENIAL

- Pretend the problem doesn't exist

### b. FLIGHT

- Run away

### c. SUICIDE

- The ultimate escape

## 2. ATTACK RESPONSES

### a. ASSAULT

- Use force or verbal attack

### b. LITIGATION

- Take before a civil judge

### c. MURDER

- "Kill" the opponent

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### **3. PEACEMAKING RESPONSES: Personal Peacemaking**

#### **a. OVERLOOK**

- Quietly overlook and forgive an offense

#### **b. RECONCILIATION**

- Through confession or loving correction

#### **c. NEGOTIATION**

- Meet the substantive interests

### **4. PEACEMAKING RESPONSES: Assisted Peacemaking**

#### **a. MEDIATION**

- Ask someone to help

#### **b. ARBITRATION**

- Appoint someone to decide

#### **c. ACCOUNTABILITY**

- Team/Church leaders intervene

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## II. Responding to Conflict Biblically

### Biblical Foundation for Peacemaking

- Christ
- Church
- Counsel
- God's Word

### The Biblical Pattern for Resolving Conflict

**G**lorify God

**G**et the log out of your eye

**G**ently restore

**G**o and be reconciled

### The First G: Glorify God

Imitate His grace towards us

Bring honor to His name

Obey His commands

Trust God

### Peacemaking is Not Optional

- Peace with God, others, and self
- Peacemaking is crucial to our testimony
- We must work hard at Peacemaking

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**The Second G: Get the log out of your eye**

Examine my attitude, then evaluate my shortcomings and responsibilities

**Two Kinds of Logs**

- A critical, negative \_\_\_\_\_
- Actual sinful \_\_\_\_\_ and \_\_\_\_\_

**DISCUSSION QUESTION**

What does this video teach us about making a good confession?

**The Seven A's of Confession**

- \_\_\_\_\_ everyone involved
- \_\_\_\_\_ if, but, and maybe
- \_\_\_\_\_ specifically
- \_\_\_\_\_ the hurt
- \_\_\_\_\_ the consequences
- \_\_\_\_\_ your behavior
- \_\_\_\_\_ for forgiveness (allow time)

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## **The Third G: Gently restore**

Gently correct and restore a fellow believer.

### **When Should You Go and Talk to Someone?**

- When a relationship is damaged
- When the offense is too serious to overlook

### **Overlooking**

- Does the offense seriously dishonor God?
- Does the offense permanently damage a relationship?
- Does the offense seriously hurt others?
- Does the offense seriously hurt the offender?

### **Loving Correction**

- Help someone solve a problem
- Identify and lift a burden
- See own negative contribution to the problem and make a change
- Be a positive example to others

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### **Seek to Restore**

- Avoid lecturing
- Use good listening skills
- Focus on what God has done through Jesus to forgive and deliver you

### **Preparing to Talk to One Another**

- Pray for humility and wisdom
- Plan words carefully
- Anticipate likely reactions
- Choose the right time and place
- Assume the best about the other person
- Listen carefully
- Speak only to build others up
- Ask for feedback from the other person
- Recognize your limits

### **The Fourth G: Go and Be Reconciled**

Replace hostility and separation with peace and reconciliation

### **Christians are the most forgiven people in the world...**

Therefore, shouldn't we be the most forgiving people in the world?

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## **Forgive as God Forgave You**

- How do we develop a spirit of forgiveness?
- Forgiveness is a decision involving four promises...

## **Forgiveness is a Decision to Make Four Promises:**

- I will not \_\_\_\_\_ on this incident
- I will not \_\_\_\_\_ this incident up and use it against you
- I will not \_\_\_\_\_ to others about this incident
- I will not allow this incident to stand between us or \_\_\_\_\_ our personal relationship

## **Forgiveness is not...**

- A sentimental concept
- A feeling
- Forgetting
- Excusing
- A temporary pardon

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**Forgiveness means we must renounce sinful attitudes and expectations, not:**

- Expect the offender to \_\_\_\_\_ or \_\_\_\_\_ our forgiveness
- Desire to \_\_\_\_\_ the offender
- Demand a \_\_\_\_\_ that it will not happen again

**DISCUSSION QUESTION**

What does this video say to us as brothers and sisters in Christ?

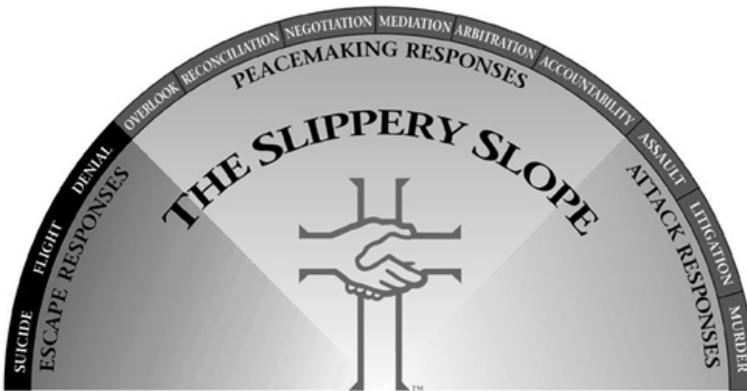
“Blessed are the peacemakers,  
for they will be called sons of God.”

MATTHEW 5:9

# EXPRESS

In groups of 3-4, discuss the following:

1. Recall a conflict you experienced in the past month. Identify your response according to the Slippery Slope. What could you have done better according to the Slippery Slope?



2. In what ways will you apply your learnings today in order to resolve conflicts Biblically?

# EXPLORE

Find the appropriate Bible passage to match the conflict experienced by the Apostles.

## SET A

## SET B

- |   |            |
|---|------------|
| 1. Quarreled over the distribution of food    | A. Acts 15 |
| 2. Apostles refused to meet with Paul         | B. Acts 11 |
| 3. Peter criticized for preaching to Gentiles | C. Acts 6  |
| 4. Antioch church divided on doctrine         | D. Acts 9  |

# EXAMINE

## What is mediation?

- Mediation is when one or more impartial people work with both sides in a dispute to improve communication and understanding so the parties can arrive at a voluntary agreement.
- it's when someone helps other people who have conflict with each other resolve their dispute.

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## Goals of Mediation: 3 P's

1. \_\_\_\_\_  
– the parties believe that they are being treated fairly  
(allowing everybody to say what they need to say.)
2. \_\_\_\_\_  
– are the parties satisfied about how they're being treated  
personally (do they feel respected and cared for?)
3. \_\_\_\_\_  
– deals with the result. Is the result fair, is it right, is it good?

## Mediator

- Is someone who helps other people who have conflict with each other resolve their dispute.
- Must be \_\_\_\_\_ but never \_\_\_\_\_
- MEDIATION PANEL – ideal if needed

## Passport of a Mediator

To have passport to the people, they need to answer Yes to the following questions:

1. **Can I trust you?**
2. **Do you care about me?**
3. **Can you really help me?**

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## Pre-Mediation

- To help the people who disagree to prepare to meet together so that the agreement can be reached successfully
- It's the mediator's opportunity to build rapport to the parties.

## Mediation

G – Greetings/Ground Rules

O – Opening Statements

S – Storytelling

P – Problem Clarification

E - Explore Solutions

L – Lead to Agreement

### 1. Greetings and Ground Rules

Opportunity to make a first impression and gain control of the process

#### WHAT TO DO:

- Welcome people and commend them for being there.
- Have everybody introduce themselves.
- Explain the mindset of 4Gs
- Introduce the GOSPEL outline.
- Explain the use of a caucus

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## 1. Opening Statements

- What are your hopes & expectations for today?
- What would make this process successful?
- What would you like to see happen at the end of our meeting?

## 2. Storytelling

What's your role as a Mediator in the Storytelling process?

- TO HELP THE PARTIES EFFECTIVELY COMMUNICATE WITH EACH OTHER.
- TO ASK QUESTIONS TO FOCUS ON PARTICULAR POINTS.
- TO CLARIFY PERCEPTIONS OF THE PARTIES.
- TO HELP DISTINGUISH BETWEEN SUBSTANTIVE (LEGAL) AND PERSONAL (HEART) ISSUES. (left foot and right foot)
- TO TAKE CAREFUL NOTES SO THAT YOU CAN MONITOR THE PROCESS. (write statements that they keep on repeating, then you'll find what's important to them.
- USE GOOD COMMUNICATION SKILLS (clarifying questions, can you give a specific example? To statements with "always," "never", Restating points: Let me see if I understand what you said...I heard you say that...is that right?
- NOTICE BODY LANGUAGE (watch also your body language)
- TEACH PARTIES TO USE "I" STATEMENTS. I feel \_\_\_ when you \_\_\_ because \_\_\_ as a result \_\_\_.

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- USE THE BIBLE CAREFULLY (consider the spiritual maturity of the parties)
  - DON'T BE MANIPULATED BY THE PARTIES (tears, debate, anger or shouting)
  - ENCOURAGE AND COMMEND CONFESSION & FORGIVENESS
  - USE PRIVATE CAUCUSES
  - HELP THE PARTIES TO DEAL WITH THEIR HEARTS (discuss about idols)

### **3. Problem Clarification and Identification**

- WRITE DOWN THE ISSUES
- GET THEIR BUY-IN
- DECIDE WITH THEM WHICH IS MOST IMPORTANT TO RESOLVE FIRST

### **4. Exploring Solutions**

Two types of issues require different solutions:

#### **1. PERSONAL (HEART/SIN) ISSUES**

- Repentance, Confession & Forgiveness

#### **2. SUBSTANTIVE (LEGAL) ISSUES**

- Creative negotiations following biblical principles

- BRAINSTORMING
- HITCH-HIKING
- OVERCOMING AN IMPASSE (BATNA & WATNA)

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## 6. Lead to Agreement

### R.E.S.T.O.R.E.

- **R**eference Biblical Principles (the passages that made a difference in reaching an agreement)
- **E**vidence of Reconciliation Agreement (any acts that were made or anything written, including repentance, confession and forgiveness)
- **S**pecific Description of Each one of the Issues and Solutions (more agreements fail for lack of specifics)
- **T**ime Frame for completing the agreed upon solution (who's supposed to do it, what they are supposed to do, by when)
- **O**utline the process for resolving undecided issues (maybe go to another mediator, maybe move to arbitration)
- **R**eview with Attorneys
- **E**nforcement through a conciliation clause (in case issues happen again after this agreement, both parties are willing to go through a reconciliation process like this)

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### **Closing a Meditation**

- Prayer/Reflection
- Over a meal
- Ask how this agreement means to you
- Review what happens next
- Prepare how to report to those who were not present during the reconciliation

## CASE STUDIES

### Case Study #1:

You are a Dgroup leader and one of your members, Susan approached you seeking help because another member from your group, Lisa owes her money. The amount is substantial and she now needs the money urgently. But Lisa keeps avoiding her and seems to give signs she has no intention of paying her back. Out of desperation, Susan is now seriously considering asking a Christian lawyer to write a demand letter to Lisa so that she will feel the urgency of paying. But before consulting the lawyer, Susan comes to you first for prayer and counseling. How would you coach this member? Present the opportunities in conflict. Help your coachee identify her own responses to conflict and walk her through the 4Gs of peacemaking.

### Case Study #2:

A member of another Dgroup approached you, hurt and feeling betrayed because a well-guarded secret that he shared with their leader leaked in the guise of a prayer request to the entire group. This Dgroup member has now talked to you about the offense that his leader has done. This member now questions the spiritual maturity of the leader and is now contemplating to transfer to another church. How will you coach this person so that he/she can respond to conflict in a God-honoring way? Present the opportunities in conflict. Help your coachee identify his own responses to conflict and walk him through the 4Gs of peacemaking.

## **DIAGNOSTIC QUESTIONS TO HELP US SEE IF WE ARE HARBORING BITTERNESS**

**From Nancy Leigh DeMoss's book, "Choosing Forgiveness"**

See if you relate to any of these statements:

- I often replay in my mind the incident(s) that hurt me.
- When I think of a particular person or situation, I still feel angry.
- I try hard not to think about the person, event, or circumstance that caused me so much pain.
- I have a subtle, sweet desire to see this person pay for what he or she did to me.
- Deep in my heart, I wouldn't mind if something bad happened to the person(s) who hurt me.
- I often find myself telling others how this person has hurt me.
- A lot of my conversations revolve around this situation.
- Whenever his or her name comes up, I am more likely to say something negative than something positive about him or her.

The cure for bitterness is to trust both His hand and His heart and to "draw near with confidence to the throne of grace, so that [you] may receive mercy and find grace to help in time of need" (Hebrews 4:16 NASB). "Yes, grace is there, because He is there".

NANCY DEMOSS





