

5 HEALTHY STEPS FOR RESOLVING CONFLICT

1. **Be Willing to Overlook an Offense (Proverbs 19:11; 1 Peter 4:8)**

- Consider the heart of the other person, do you believe they intentionally tried to hurt you?
- Is this an issue about power struggle?
- Consider that some things are *not* worth fighting over.

2. **Set Time & Place for Discussion (Proverbs 15:1; Galatians 6:1; Ephesians 4:26)**

- We discourage immediate confrontation without first examining your motives and the situation.
- Never confront in anger.
- Never confront when the other person arrives home from work, or at meal times.
- Ask the other person when you can set up a meeting time.

3. **Communication (James 1:19-20)**

- You are to communicate gently, lovingly, and respectfully.
- Define the problem and stay focused on the problem.
- Attack the problem – not the person.
- Acknowledge that “We have a problem,” not “You are the problem.”
- There are almost always two sides to every conflict; therefore, you must own your part of the conflict, even if it is only 1%. You must still own it!
- Listening as communication:
 - **Do not interrupt while another person is talking.** Those who interrupt are only interested in others hearing them, and not hearing the other person’s concerns.
 - **Do not get defensive.** Remember, you also played a role in the conflict.
 - **Do not allow your mind to wander while the other person is speaking.** Mind wandering is selective hearing – we hear what we want to hear while ignoring the rest.
 - **Do not roll your eyes!** This will only increase the conflict. Facial expressions, body posture, and tone of voice should indicate that you are interested in the other person’s concerns.
 - **Repeat back what the other person communicated to you.** This will ensure that there is no misunderstanding, and affirms you were listening.
 - *The attentive listener holds the most control, power, and influence in conflict because they are calmer and desire a peaceful resolution.*

4. **Negotiation (Matthew 18:15-20)**

- Is this a repeating problem?
- Why have past attempts to resolve the problem failed?
- How has each person failed to resolve the issue?
- Agree on a solution to try that is beneficial to both sides and be willing to compromise.
- How will each person work toward the solution?
- Be open to having a neutral third person help with negotiations.
- Set up a future meeting to discuss progress. Complement one another on your successes and encourage one another on areas that need improvement.

5. **Reconciliation (1 John 1:9; James 5:16)**

- Confess your faults to one another.
- Ask for forgiveness for your sins.
- Be open to receiving future correction.