This New House

Renovating Through Biblical Conflict Resolution

David and Judi Glidden
New Peace Network
Alton, NH

Conflict presents Three Opportunities

- Glorify God
- Serve Others
- Grow to be like Christ

The 4 Gs of Peacemaking

1st G: Glorify God

- How can I please God and honor Him in this situation?

2nd G: Get the Log Out of Your Eye

- How can I take responsibility for my contribution to this conflict?

3rd G: Gently Restore

- How can I lovingly serve others?

4th G: Go and Be Reconciled

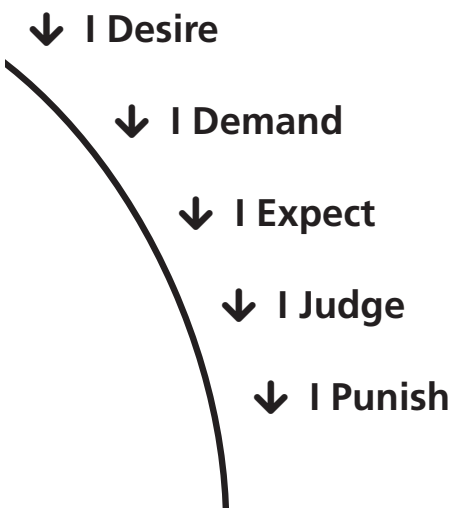
- How can I demonstrate forgiveness?

1 Cor 10:31-11:1

The Slippery Slope of Conflict

© Peacemaker Ministries

Slippery Slope of Idolatry



- Many desires are not wrong in and of themselves, but what if our **desires** are not met?
- Has our desire become something that we believe we need, deserve and now **demand**?
- Have our desires grown to be **expectations** about how others will act?
- When people don't meet our desires and expectations, do we criticize, **judge** and condemn in our hearts or in our words?
- When others fail to meet our demands and expectations, do we hurt and **punish** them until they give into our desires?

"An idol is anything apart from God that we depend on to be happy, fulfilled, or secure. . . . Idols always demand sacrifices." Ken Sande, Peacemaking for Families

Self-Questions about Idols

- What is my greatest nightmare?
- What do I worry about the most?
- What do I rely on or comfort myself with when things go badly or become difficult?
- What am I proudest of?
- What do I really want and expect out of life?
- What would really make me happy?
- What do I want to preserve or to avoid at all costs?
- Where do I put my trust?
- What do I fear?
- When a certain desire is not met, do I feel frustration, anxiety, resentment, bitterness, anger, or depression?

7 A's of Confession

- **Address everyone involved.** To whom do you need to confess?
- **Avoid if, but and maybe.** What excuses or blaming do you need to avoid?
- **Admit specifically.** What sins have you committed? What biblical principles have you violated?
- **Acknowledge the hurt.** How might others feel as a result of your sin?
- **Accept the consequences.** What consequences do you need to accept? How can you reverse the damage you have caused?
- **Alter your behavior.** What changes do you intend to make, with God's help, in the way you think, speak and behave?
- **Ask for forgiveness** (and allow time). What might make the person whom you have wronged reluctant to forgive you? What can you do to make it easier for that person to forgive you?

Getting the Log Out of Your Own Eye

Building Your Log List

- **Wrongful Words**. *Are you guilty of:* ■ Reckless words? ■ Grumbling and complaining? ■ Falsehood? ■ Gossip? ■ Slander? ■ Harsh or abusive speech? ■ Hurtful criticism? ■ Speculating on motives?
- **Harmful Actions.** *Are you guilty of:* ■ Uncontrolled anger? ■ Sexual immorality? ■ Substance abuse? ■ Laziness? Stubbornness? ■ Resistance to Godly advice? ■ Withholding mercy and forgiveness? ■ Breaking your word? ■ Misusing authority? ■ Rebelling against authority?
- **Hurtful Attitudes.** *Are you guilty of:* ■ Bitterness? ■ Thoughts of vengeance? ■ Other evil or malicious thoughts? ■ Defensiveness? ■ Self-justification?
- **Idolatry.** *Are you guilty of:* ■ Improper desires for physical pleasure? ■ Pride and the desire to always be right? ■ Love of money and material possessions? ■ Fear of man? ■ Turning good goods into bad gods?

Elements of Active (or Reflective) Listening

1. Provide full attention, *and maintain eye contact*

- Lean forward, don't fold arms or tap feet, nod head when you can agree
- No distractions (no TV, computer, phone, etc.)
- Don't interrupt to deny or rebut
- Don't prejudge or use red flag words

2. Restate what you hear *to show understanding*

- Don't parrot back, but instead summarize
- Don't minimize feelings, defend yourself or attack
- Watch for body language

3. Check for accuracy, *with clarifying questions*

4. Repeat process as necessary *to gain understanding*

I Statements

Take responsibility by using the "Responsible I" rather than the "Accusing You" when expressing feelings:

- I Statements don't attack, they don't accuse, they don't assume motives
- By using I Statements, we are less likely to experience defensive, negative or angry responses from the other person
- **Format:** I feel (or prefer or wish) *(emotion)* when *(something happens)* because *(of this reason)*.
- **Examples:** "I grow worried when you're late for dinner, because I don't know what has happened."

  "I feel abandoned when you watch TV after dinner because I want to spend time with you."

  "I feel frustrated when the kitchen island becomes cluttered because we've agreed to keep it clean and neat."

What to Say When Gently Restoring

- List "red flag" words and topics to avoid
  Examples: "Always", "never", "you're just like your mom/dad"
- Prepare a brief summary of what you need to say:
  - Your opening statement (Write out your first few sentences to set a positive tone; a humble and gracious opening statement shows you wish to have a positive conversation)
  - List issues that you believe should be addressed
  - Your apologies
  - Words that describe your feelings
  - Effect the dispute is having on you and others (using "I" statements)
  - Scripture that provides God's guidance on the issues (don't preach—share and ask for how the scripture talks to the other person)
  - Suggestion and preferences for a solution
  - List benefits of cooperating to find a solution

ENCOURAGE, A Model of Biblical Confrontation

- Examine your heart (start with your own confession)
- Note your calling (as an ambassador of God's love)
- Check your attitude (examine both our message and our attitude)
- Own your own faults (admit our own need for God's forgiveness)
- Use your words wisely (ask God to help us carry His message)
- Reflect on Scripture (understand and use appropriate Scripture)
- Always be prepared to listen (effective confrontation is interactive)
- Grant time for a response (give the Holy Spirit time to work)
- Encourage the person with the Gospel (God's kindness leads to repentance)

from *War of Words*, Paul David Tripp, P&R Publishing, ©2000, pages 153-155

The Four Promises of Forgiveness and Overlooking

1. I will not dwell on this incident
2. I will not bring this incident up and use it against you.
3. I will not talk to others about this incident.
4. I will not allow this incident to stand between us or hinder our personal relationship.

"If he sins against you seven times in a day and seven times comes back to you and says, 'I repent,' forgive him." *Luke 17:4*

"Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you." *Ephesians 4:32*

Six Gospel Truths to Confront Bitterness

1. The Enormity of God's Love Displayed in the Cross *(Matthew 18:21-22; Matthew 18:35)*
2. Our Desperate Need for God's Forgiveness *(Matthew 6:14-15)*
3. Our Ultimate Need for God's Mercy *(James 2:13; Matthew 5:7)*
4. God's Role and Ours *(Romans 12:19)*
5. The Dual Nature of the Offender's Sin *(Romans 3:10-12)*
6. Our Own Fallibility *(Hebrews 3:12-13)*

from: Pursuing Peace, Robert D. Jones, Crossway, © 2012, pages 139-150

PAUSE Principle of Negotiating

Instead of aggressively pursuing your own interests and letting others look out for themselves, negotiating means deliberately looking for shared interests and a mutually benefiting solution. The PAUSE principle will help you negotiate more effectively in all areas of your life.

Prepare — *pray, get the facts, seek godly counsel, develop options (2 Timothy 2:24-26)*

Affirm Relationships — *show genuine concern and respect for others (Matthew 22:39)*

Understand Interests — *identify others' concerns, desires, needs, limitations, personal values and fears; anything that motivates a person (Philippians 2:4)*

Search for Creative Solutions — *prayerful brainstorming (Romans 14:19)*

Evaluate Options — *objectively and reasonably, don't argue (Daniel 1:12-13)*

"Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests, but also to the interests of others" *Phil. 2:3-4*

Problems with Expectations

UNconscious — We are not aware of the source or even that we have them.

UNrealistic — They may be myths, or not realistic for ourselves or our spouse.

UNspoken — We have never talked about them, do we assume others can read our minds?

UNsettled — We have not reached an agreement on them.

Solving the Problems with Expectations

~~**UN**~~**conscious** — Ask ourselves "what did we expect?" Become aware of our expectations.

~~**UN**~~**realistic** — Ask ourselves, where did this come from? Is it realistic for us? Let it go.

~~**UN**~~**spoken** — We can not assume anything, no one can read our minds. Talk/communicate.

~~**UN**~~**settled** — Ask, have we agreed on this? Negotiate. Compromise.

Policies

- **Policies are:**
  - **–Guidelines for respectful treatment or processes for resolving conflicts**
  - **–Most effective when written and easily referred to**
- **Examples:**
  - **–No name calling**
  - **–No shouting**
  - **–No red flag words**
  - **–The person who postpones a discussion sets another time and then initiates the discussion at that time**

Conflict Resolution Ground Rules

Do:

1. Display respectful treatment
2. Focus on one issue at a time
3. Attack the problem, not the person
4. Review prior policies

Don't:

1. Go historical—don't dredge up the past
2. Play the Blame Game
3. Engage in a power struggle

Ten Steps to Resolving Conflict

1. **Set a time and place for discussion**. *Avoid times when Hungry, Angry, Lonely, Tired or Stressed (HALTS).*
2. **Define the problem.** *Be specific. The problem must be defined as something that both of you can work on as a team.*
3. **List the ways each of you contribute to the problem.** *Use "I Statements".*
4. **List past attempts to resolve the issue that were not successful.** *Avoid the "accusing you", using "I Statements" instead.*
5. **Brainstorm — List ten possible solutions to the problem.** *Do not judge or criticize any of the suggestions to this point.*
6. **Discuss and evaluate each of these possible solutions.** *(Be as objective as possible. Talk about how useful and appropriate each suggestions feels for resolving the conflict.)*
7. **Agree on one solution to try.** *Philippians 2:3-4*
8. **Agree how you will each work toward this solution.** *(Be as specific as possible.)*
9. **Set up another meeting to discuss your progress.**
10. **Reward each other for progress.** *(If you notice your partner making a positive contribution toward the solution, praise his/her effort.)*

Featuring material adapted from:

- *Peacemaking for Families,* Ken Sande with Tom Raabe (Tyndale House, 2002). © Peacemaker® Ministries.
- *Peacemaking Principles* brochure, © Peacemaker® Ministries, 2009. www.Peacemaker.net
- Prepare/Enrich, © Life Innovations, Inc., www.prepare-enrich.com
- The Third Option, © The Archidiocese of Syracuse, NY, www.thethirdoption.com
- *Pursuing Peace*, Robert D. Jones, Crossway, © 2012, pages 139-150
- *War of Words*, Paul David Tripp, P&R Publishing, ©2000, pages 153-155

David and Judi Glidden
New Peace Network
40 Orchard Lane, Alton, NH 03809
603.569.1971

■ david@newpeace.net ■ judi@newpeace.net
newpeace.net

For individuals, couples, families, churches and businesses.

- Consultation
- Mediation
- Workshops & Seminars
- Teambuilding
- Marriage Mentoring
- Conflict Resolution

New Peace Network
Pursuing Peace to Foster Renewal