


## Resolving Everyday Conflict

One of the primary responsibilities of pastors, ministry leaders, and business managers is to help the people they lead to resolve conflict in a constructive and redeeming manner. Although this is a crucial leadership function, many Christian leaders have never developed a biblically-grounded and highly practical system for resolving conflict. In this session we will lay the groundwork for such a system and provide a practical strategy for learning how to guide others through conflict in a way that not only restores personal relationships but also, and more importantly, draws people closer to the source of all peace, Jesus Christ.

**Ken Sande** is the founder of Peacemaker Ministries and Relational Wisdom 360. Trained as an engineer, lawyer, and mediator, Ken has conciliated hundreds of family, business, church, and legal conflicts. As president of RW360, he now focuses on teaching people how to build strong relationships in the family, church, and workplace. He teaches internationally and is the author of numerous books, articles, and training resources, including *The Peacemaker*, which has been translated into fifteen languages. He is a Certified Christian Conciliator, an Editorial Adviser for Christianity Today, a Certified Relational Wisdom Instructor, and an Emotional Intelligence Certified Instructor. [www.rw360.org](http://www.rw360.org)

*“Blessed are the peacemakers, for they shall be called sons of God” (Matt. 5:9).*

 **Scripture provides thorough, practical guidance for resolving every kind of conflict.**

### 1. Typical responses to conflict



### 2. Scripture provides a practical theology for peacemaking (the **4Gs**)

- Glorify God (1 Cor. 10:31)
- Get the log out of your eye (Matt. 7:3)
- Gently restore (Gal. 6:1)
- Go and be reconciled (Matt. 5:24)

Through the gospel, the foundational G, God provides both the model and motivation for peacemaking

### 3. Glorify God by using conflict as an opportunity to reflect his reconciling love

*So, whether you eat or drink, or whatever you do, do all to the glory of God (1 Cor. 10:31; Ex. 34:5-8).*

4. Get the log out of your eye.

*“You hypocrite, first take the log out of your own eye, and then you will see clearly to take the speck out of your brother’s eye” (Matt. 7:3; cf. Prov. 28:13).*

a. Conflict starts in the heart (James 4:1-2; Luke 10:38-42). The ***progression of an idol***:

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

b. The ***Seven A's of Confession***

Address everyone involved

Avoid if, but, and maybe

Admit specifically (behavior and desire)

Acknowledge the hurt

Accept the consequences

Alter your behavior

Ask for forgiveness (and Allow time)

5. Gently restore.

*Brothers, if anyone is caught in any transgression, you who are spiritual should restore him in a spirit of gentleness (Gal. 6:1).*

- Overlook minor offenses (Prov. 19:11; 1 Pet. 4:8)
- Breathe grace and hope through the gospel (John 4:7-26; 1 Cor. 1:2-9; Col. 3:12)
- Keep it as private as possible, but involve others if needed (Matt. 18:15-17; 1 Cor. 6:1-8).

6. Go and be reconciled.

The ***Four Promises of Forgiveness***

*Be kind to one another, tenderhearted, forgiving one another, as God in Christ forgave you (Eph. 4:32; cf. Matt. 18:21-35; 1 Cor. 13:5).*

- I will not dwell on this incident.
- I will not bring this incident up and use it against you.
- I will not talk to others about this incident.

- I will not allow this incident to stand between us or hinder our personal relationship.

### The **PAUSE Principle of Negotiation**

*Do nothing from selfish ambition or conceit, but in humility count others more significant than your-selves. Let each of you look not only to his own interests, but also to the interests of others (Phil. 2:3-4).*

- Prepare (pray, get the facts, seek godly counsel, develop options)
- Affirm relationships (show genuine concern and respect for others)
- Understand interests (identify others' concerns, desires, needs, limitations or fears)
- Search for creative solutions (prayerful brainstorming)
- Evaluate options objectively and reasonably (evaluate, don't argue)

### **Suggested Readings:**

- *The Peacemaker: A Biblical Guide to Resolving Personal Conflict*, Ken Sande (Baker Books, 3<sup>rd</sup> ed. 2004)
- *Resolving Everyday Conflict*, Ken Sande and Kevin Johnson (Baker Books, 2911)