

Preventing and Resolving Conflict in the Church

This session will provide guidance on how Christian leaders can teach, model, and practice the principles of relational wisdom (a gospel-based form of emotional intelligence) and biblical peacemaking within their churches and ministries. The goal is to develop in-house “Peace Sower Teams” of gifted members who will provide ongoing training, coaching, and mediation with other members, thus relieving leaders of the pressure to deal with all of the relational problems and conflicts in their churches or ministries (see Exod. 18:13-26). Attendees will receive free access to online training in the foundational principles of relational wisdom and peacemaking.

Ken Sande is the founder 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.

For a more detailed explanations of the following principles, visit www.rw360.org/20ways

Short Talk #1- The Golden Result and the Power of the Gospel

1. The extraordinary stress in the world today creates extraordinary dangers and opportunities
2. Sowing the seeds of peace can produce a harvest of kingdom growth (James 3:18)
3. Remember the Golden Result (Matt. 7:12)
 - Other people will usually treat you the way you are treating them
4. Bring the gospel into every conflict (Eph. 4:22-24; Rom. 8:29)

Short Talk #2- Overcoming Idolatry, Hijacking and Misunderstandings

5. Expose the idols that drive conflict (James 4:1-3)
 - The progression of an idol: I desire, I demand, I judge, I punish

6. Guard against amygdala hijacking in yourself and others (Luke 22:54-62)
 - A strong emotion that triggers an impulsive reaction that is soon regretted

 - Counter hijacking with READ
 - **R**ecognize and name your emotion
 - **E**valuate its source
 - **A**nticipate the consequences of following your emotion
 - **D**irect your emotion into constructive action

7. Communicate so clearly you cannot be misunderstood
 - “For a leader, it’s not good enough to communicate so you can be understood. You must communicate so clearly that you cannot be misunderstood.”

Short Talk #3 - Building Passport, the “3 P’s” and Charitable Judgements

8. Constantly build passport (Col. 3:12; James 3:17)

- Can I trust you?
- Do you love me?
- Can you actually help me?

9. Practice the “Three P’s of Satisfaction (1 Cor. 14:40; Matt. 7:12; James 2:1-4; Prov. 28:5)

- Process satisfaction
- Personal satisfaction
- Produce satisfaction

10. Teach your people to practice charitable judgments (Matt. 7:12)

- Believe the best about others until facts prove otherwise

Short Talk #4 - Defuse Explosive Meetings and Negotiate Wise Agreements

11. Defuse explosive meetings (1 Pet. 3:8, John 8:1-11, Matt. 7:3-4, Phil. 2:1-11, Eph. 4:29)

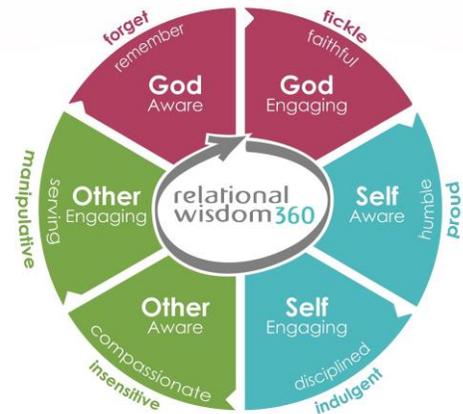
- Briefly stated, how do you feel because of this problem?
- What have you done that might have contributed to this problem?
- What do you think would please God as we work through this situation?
- What steps have you already taken to make things better?
- What are you now willing to do to help resolve this problem?
- What do you suggest others do to help resolve this problem?

12. When you need to negotiate, PAUSE (Phil. 2:3-4)

- **P**repare (pray, get the facts, seek godly counsel, develop options)
- **A**ffirm relationships (show genuine concern and respect for others)
- **U**nderstand interests (identify others' concerns, desires, needs, limitations or fears)
- **S**earch for creative solutions (prayerful brainstorming)
- **E**valuate options objectively and reasonably (evaluate, don't argue)

Short Talk #5 - Integrating Relational Wisdom and Peacemaking

13. Weave relational wisdom into your church



14. Relational Peacemaking (*The Peacemaker*)

- **G**lorify God
- **G**et the log out of your own eye
- **G**ently Restore
- **G**o and be reconciled

15. Coaching and mediation

- Guiding People Through Conflict (70 page ebooklet at www.rw360.org/gptc)

Short Talk #6 - Building a Peace Sower Team

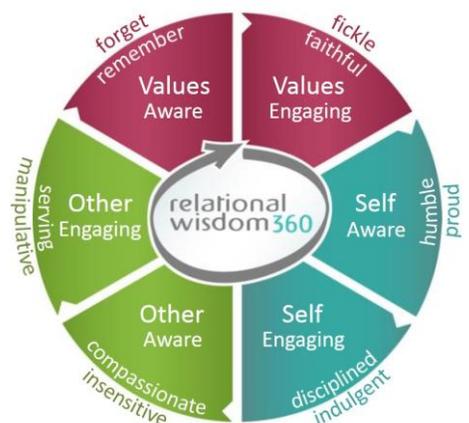
16. Sowing peace leads to a harvest of peace (James 3:18)

17. The biblical foundation for delegating peacemaking (Ex. 18:1-27; Deut. 1: 9-18)

18. Peace Sower Teams can preserve relationships, save hours of pastoral counseling and prevent burnout

19. Selecting and training gifted team members (Rom. 12:4-8; 1 Cor. 12:1-31)

20. Use values-based materials for community engagement and evangelism



Going Deeper

1. For more detailed explanations of these principles, visit www.rw360.org/20ways
2. *The Peacemaker* book (available in English, Bosnian, Bulgarian, Czech, Dutch, French, German, Hungarian, Polish, Romanian, Russian, Servian, Spanish)
3. 15 Training Options and Opportunities at www.rw360.org/training-options
4. Online training at www.rw-academy.org