

Conflict

Carrie's Conflict Assumptions

1. Conflict is not inherently good or bad. When two or three are gathered... sometimes conflict just happens.
Conflict is normal, healthy, natural.
2. Conflict can be a sign of vitality and growth. Conflict energizes and creates interest.

Conflict Assumptions (con't)

3. We often have a primal response to conflict at first – fight, flight or freeze. We need to deal with our own “stuff” (our assumptions, preferences, history) before we can deal with conflict effectively.
4. Fear is often at the root of conflict, and functions as a barrier to break through in order to manage conflict well.
5. The way we handle conflict in the Church directly relates to how we understand and live into the Gospel.
6. The process of moving through conflict is as important (and sometimes more important) than the outcome.

Conflict Assumptions (con't)

7. The ultimate goal is moving through conflict is transformation, not just resolution.
8. In conflict, sometimes otherwise normal people will do crazy things.
9. How we deal with conflict is determined by how we see the world.
10. We have deeply ingrained ideas about conflict that we learn from our culture(s) and families.

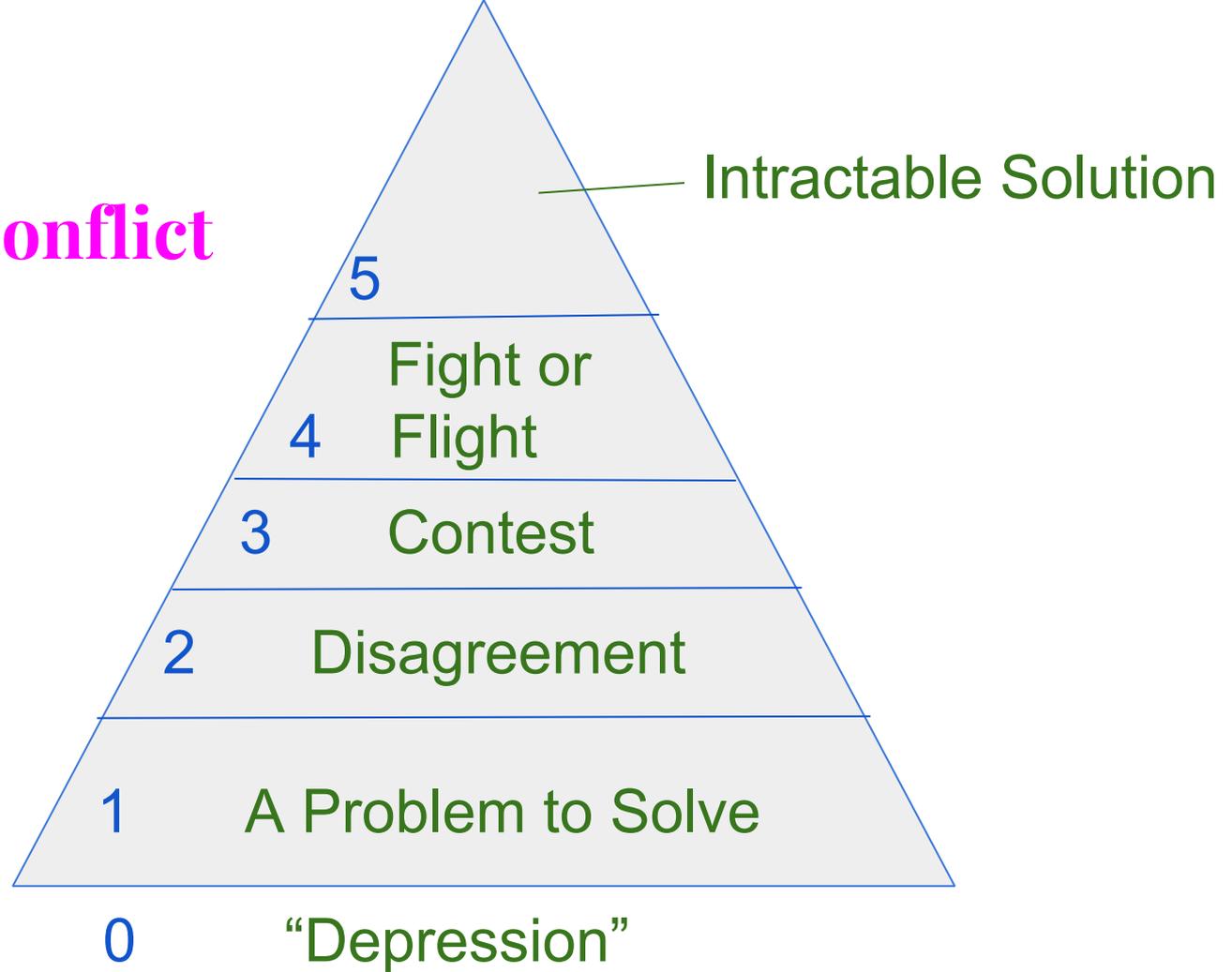
Conflict Assumptions (con't)

11. It is the redeeming love of God that makes reconciliation possible.

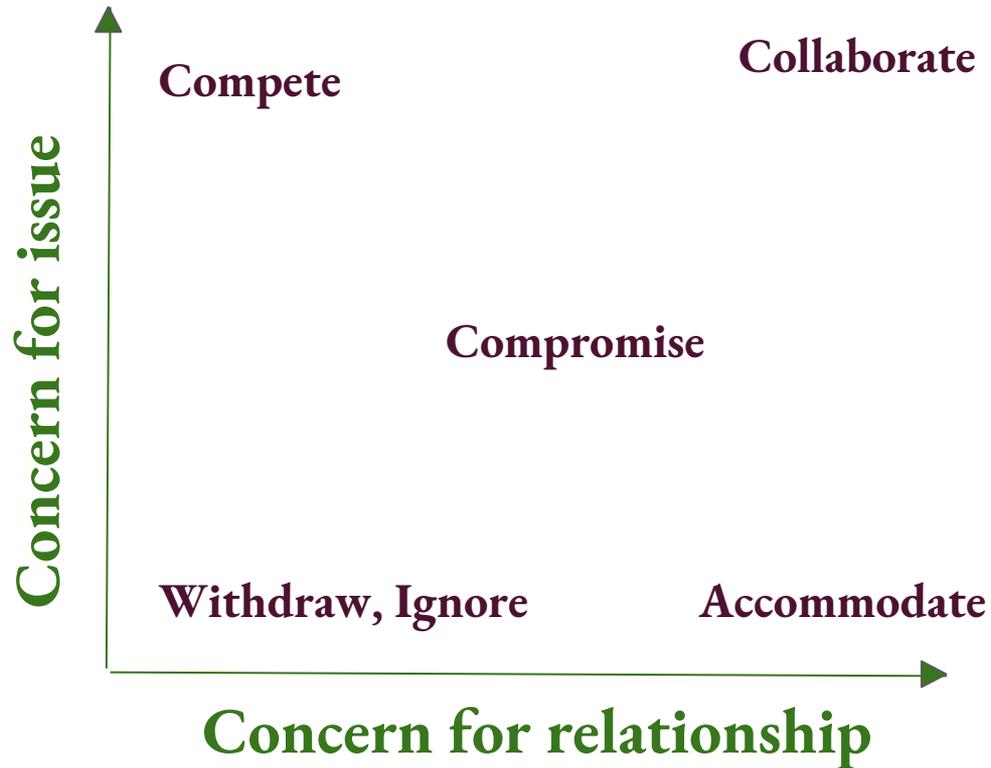
12. The worst thing that can happen in conflict is sin.

13. The best thing that can happen in conflict is transformation, reconciliation, forgiveness, redemption, and bringing glory to God.

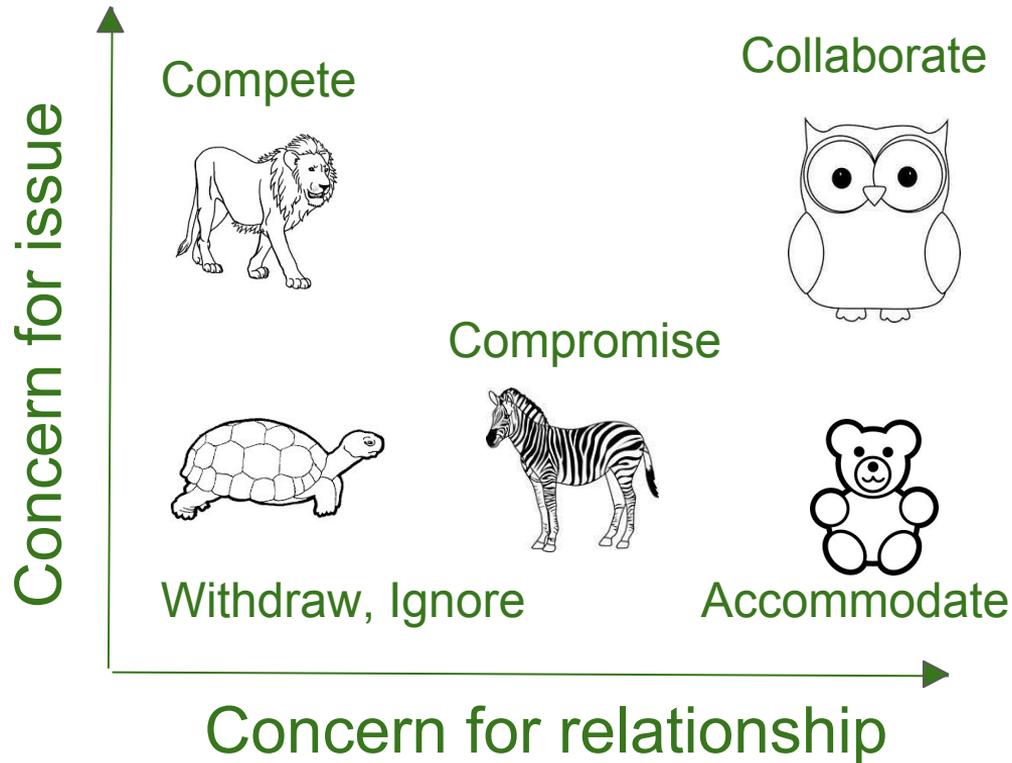
Speed Leas' Levels of Conflict



Functional Conflict Styles

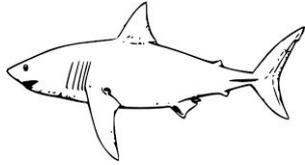


Conflict Styles



Dysfunctional Conflict Styles

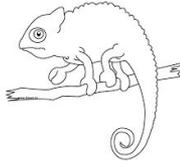
Shark- When they're faced with conflict they go in for the kill. They win.



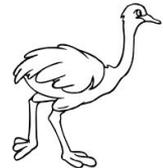
Skunk- Sets off stink bombs to distract from the real or hard issue. Likes conflict engagement.



Chameleon- Keeps changing. Master of disguise. Conversation keeps changing. Bait and switch.



Ostrich- Avoids conflict. Hides. May be passive aggressive.



Maps



Messages

Report

Concrete information

Inference

**Statement about the unknown
based on what's known**

Judgement

Expressing personal approval or disapproval

The Rising Strong Process

The goal of the process is to rise from our falls, overcome our mistakes, and face hurt in a way that brings more wisdom and wholeheartedness into our lives

The Reckoning: **CURIOSITY**

Walking into our story

The Rumble: **HONESTY**

Owning our story

Challenging confabulations

The Revolution: **BRAVERY**

Transformation

*The story
I'm
making up
in my
head....*

Interpersonal communication



Verbal 7%

Tone 33%

Body language 60%

timing **proximity**

posture **eye contact**



Great Book:

See hand-out for summary

THE INTERNATIONAL BESTSELLER

GETTING

↓↓↓ TO ↓↓↓

YES

UPDATED
and
REVISED

NEGOTIATING AGREEMENT
WITHOUT GIVING IN

ROGER FISHER AND WILLIAM URY
AND FOR THE REVISED EDITIONS BRUCE PATTON
OF THE HARVARD NEGOTIATION PROJECT