

Leadership 301

Lesson Six

**Conflict
and
Confrontation**

This lesson belongs to: _____

Lesson Six

Conflict and Confrontation

Key Verse: *“Pursue peace with all people, and holiness, without which no one will see the Lord: looking carefully lest anyone fall short of the grace of God; lest any root of bitterness springing up cause trouble, and by this many become defiled.”* Hebrews 12:14-15 (NKJV)

Purpose: The purpose of this lesson is to help the disciple/leader understand wise and biblical ways to handle conflict and confrontation.

1. One of the most important things leaders will ever realize is that because of sin the people they lead will never be _____.
2. Good leaders will attract not only good people but also people who are in great _____.
 - a. 1 Samuel 22:1-2 David had people gather to him as a leader who were in _____.
 - b. _____, in _____, and _____.
Through David's leadership he turned people with problems into a great army of mighty men.
3. Leaders by nature experience the greatest _____ with people. There were three stages in Jesus' ministry that every godly leader can expect to experience in time. These are:
 - a. “Blessed is he who comes in the name of the Lord!”
 - b. “By what authority do you do these things?”
 - c. “Crucify him!”
4. _____ leaders usually experience the negative effects of conflict more than others because:
 - a. Ministry leaders are normally evaluated by how well they can get people to _____.
 - b. _____.
Ministry leaders tend to take conflict _____.
5. Leaders must be prepared for potential _____ and be willing to _____ problems with people.
 - a. It is not a matter of “if” conflicts will occur, but “when” and “how” they will be handled.
6. People in the Bible were not exempt from experiencing conflict among one another.
 - a. Luke 22:24 _____
 - b. Acts 2:44-47 / Acts 6 _____
 - c. Acts 15:1-29 _____
 - d. Acts 15:36-41 _____
7. People usually avoid conflict and confrontation because of the human tendency to avoid things that bring us _____ and _____.
 - a. Remember: Problems almost never go away by simply ignoring them. They usually only get worse.
 - b. It easier to deal with an acorn than an oak tree.

8. Leaders must recognize that there is a difference between concerned _____ and conflict.
- a. Conflict is disagreement that
 - 1) Keeps _____ from being made.
 - 2) Keeps the group from _____ after the decision has been made.
9. Leaders must recognize that there is a difference between _____ and _____.
- a. *Resolution* usually means finding the _____.
 - b. *Reconciliation* means bringing those in conflict _____.
 - 1) Some issues may never be resolved, but people can still be reconciled.
 - 2) Reconciliation brings people to relational unity but not necessarily to agreement.
10. In bringing resolution to a conflict, leaders must recognize the difference between _____ and _____.
- a. *Convictions* are belief systems for which a person will die to uphold if necessary. (Example: Jesus Christ as Lord and Savior)
 - b. *Preferences* are strong likes and opinions that are important but for which people are unwilling to die. (Example: Preferences in worship styles)
11. Leaders must realize that there is a difference between being a _____ and a _____.
- a. *Peacekeepers* will avoid conflict to give the appearance of peace. They refuse to get involved in anything _____.
 - b. *Peacemakers* are often in the middle of conflict seeking to reconcile people. They are often _____ who are willing to sacrifice personal pride and security in favor of reconciliation.
 - c. Peacemakers are willing to confront the *issues* that keep people from living in harmony.
 - d. Leaders are called to be peacemakers not peacekeepers.
12. The _____ effects of conflict include:
- a. Produces the wrong kind of _____.
 - b. Magnifies _____ and _____.
 - c. Distracts us from our _____.
 - d. Creates _____ and _____.
 - e. Shuts down _____ and _____.
 - f. Opens the door for the _____ to create other problems.
13. The best approach in avoiding conflict is to take steps to keep _____ from developing. Potential conflict can usually be avoided by establishing:
- a. Good _____
 - 1) Job descriptions
 - 2) Staff meetings
 - 3) Workers meetings

- 4) Letters and memos
- b. Good _____
 - 1) How to avoid strife and division
 - 2) How to live a holy life
 - 3) How to walk in love and forgiveness
- c. Good ministry and workplace _____
 - 1) "Entertainers succeed in creating the kind of mood or atmosphere they want to prevail by sending out the kinds of signals they want mirrored or echoed . . . once you begin laughing it is easy to continue, for the action and the emotion mutually stimulate each other." –Zig Ziglar
 - 2) Create a good atmosphere in work and ministry through healthy _____, _____, and _____.
- d. Good _____ of a strong leader
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
 - 5) _____
- e. Good _____
 - 1) Recognize the source of conflicts (James 4:1; 1 John 2:16)
 - a) Lust of the flesh ("I need")
 - b) Lust of the eyes ("I want")
 - c) Pride of life ("I am" / "I know")

14. Not all disagreements must become conflicts. There is such a thing as _____ disagreement.
- a. People can _____ without becoming disagreeable.
 - b. The object of constructive conflict is to allow for disagreement while discouraging _____.
 - c. People must approach one another with _____.

15. The three "P's" of Conflict Management are:
- a. _____: Disagreement is okay. Give people the permission to disagree and to come to you.
 - b. _____: We must demonstrate respect by allowing each other to state their position with openness and clarity.
 - c. _____: NO ONE will be allowed to inflict needless hurt. Do not talk to a hostile person. They are unreasonably caught up in emotions.

16. The Ten Commandments of Conflict Management
- a. Find _____
 - 1) Find things you both agree on.
 - 2) "In talking to people don't begin by discussing things on which you differ. Begin by emphasizing and keep on emphasizing the things on which you agree. Keep emphasizing, if possible, that you are both striving for the same end and that your only difference is one of method and not of purpose." –Dale Carnegie

- b. Love people more than _____.
 - 1) There is a world of difference between a person who has a big problem and a person who creates a big problem.
 - 2) "People who are not effective in relationships usually have a higher regard for their opinions than they do for people." –John Maxwell

- c. Give the other person the _____.
 - 1) We usually judge ourselves with our heart and others with our head.
 - 2) When working with others use your heart, and when working with yourself use your head.

- d. Learn to be _____.

- e. Allow the other person to _____.
 - 1) Provide an "escape" for the other person.
 - 2) "I have no right to say or do anything that diminishes a man in his own eyes. What matters is not what I think of him, but what he thinks of himself. Hurting a man in his dignity is a crime." –Antoine de Saint-Exupery

- f. Check your _____.

- g. Do not _____.
 - 1) Do not use a bomb when a slingshot will do!

- h. Do not become _____.
 - 1) Do not take things personally. Keep your role as a leader and peacemaker in perspective.
 - 2) Give up your right to be right and look objectively at the issues and concerns of the other person.

- i. Do not _____.
 - 1) Never argue or shout at anyone. When you argue and shout you have already lost.
 - 2) When you argue, you have lost control of
 - a) _____
 - b) _____
 - c) _____
 - 3) "There is only one way under heaven to get the best of an argument, avoid it." --- Dale Carnegie
 - 4) Remember: You never gain ground by throwing dirt!

- j. Do not _____.
 - 1) Do not run from your problems. They eventually catch up to you anyway.
 - 2) Ask yourself these questions:
 - a) What is the worst thing that can happen if I confront? If I do not confront?
 - b) What is best for the church or for the people involved?
 - 3) Choose to be a strong leader.

17. Guidelines for Confrontation (When confrontation is inevitable)

- a. Confront people _____.
 - 1) Matthew 18:15
 - 2) Avoid at all costs any public confrontation or disclosure in the initial stages.

- b. Confront based only on the _____.
 - 1) Proverbs 18:13 (NKJV) "*What a shame, yes how stupid to decide before knowing all the facts.*" (LB)

- 2) Never decide based on hearsay or on general impressions. Have your facts straight and clear.
 - c. Confront them _____.
 - 1) Be led by the Holy Spirit and not by fear.
 - d. Bring in the primary persons who are _____.
 - e. Get the other person's _____.
 - f. Maintain proper _____.
 - g. Present criticisms as _____ or _____ if possible.
 - h. Avoid the words _____ or _____.
 - i. Focus on the _____ (don't get distracted).
 - j. Control your _____.
 - k. Control your _____.
 - a. Always say less than what you think.
 - b. What you say MAY BE REPEATED. Therefore, do not say anything that you do not mind being repeated to others.
 - c. Do not be sarcastic (sarcasm is concealed hatred).
 - d. Do not laugh off another person's feelings or convictions. This is very insensitive and can destroy any further progress.
 - l. Deal with issues the person can _____.
 - m. Make _____ sparingly and keep them faithfully.
 - n. Do not apologize for the _____.
 - o. Do not forget _____.
 - p. Maintain absolute _____.
 - q. Do not harbor a _____.
18. Remember that the main objective in confrontation is ALWAYS _____.
- a. Galatians 6:1 (NKJV) *"Brethren, if a man is overtaken in any trespass, you who are spiritual restore such a one in a spirit of gentleness, considering yourself lest you also be tempted."*
 - b. "Our ultimate goal in dealing with problems should be to present truth in such a way as to build the relationship, not destroy it." –John Maxwell
 - c. 2 Timothy 2:23-26 (NKJV) *"But avoid foolish and ignorant disputes, knowing that they generate strife. And a servant of the Lord must not quarrel but be gentle to all, able to teach, patient, in humility correcting those who are in opposition, if God perhaps will grant them repentance, so that they may know the truth, and that they may come to their senses and escape the snare of the devil, having been taken captive by him to do his will."*
 - d. We want to see people make positive changes. Our goal is to help people become assets to the team, not liabilities.