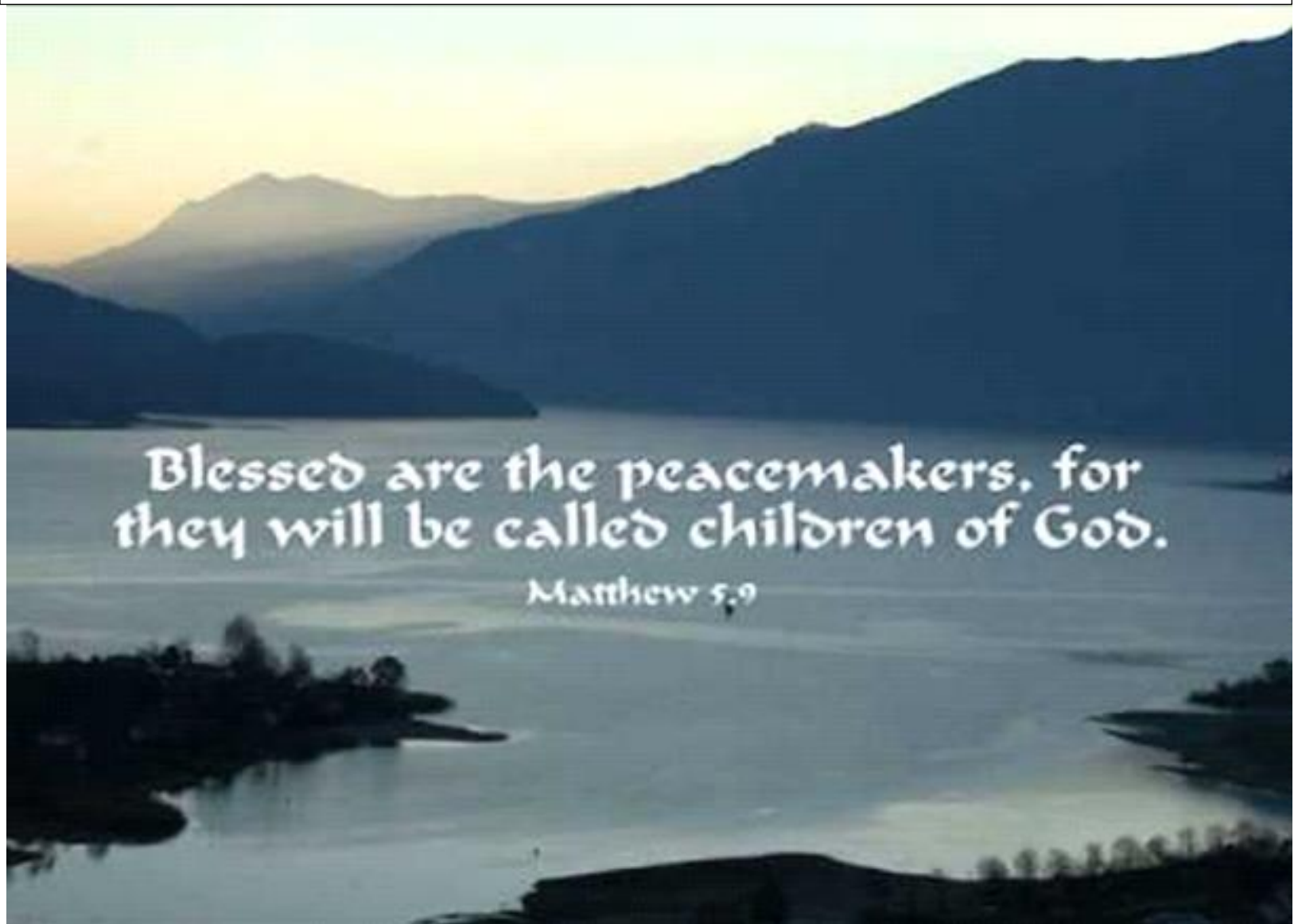# Conflict Resolution
Spring 2022
Session 5
Wrap Up
Pastor Sharan Trotter

Blessed are the peacemakers, for they will be called children of God.

Matthew 5:9

"Blessed are the peacemakers, for they will be called the children of God" (Matt 5:9 KJV).

ANLI
Bridging the gap leadership

Key Scripture

[19] Wherefore, my beloved brethren, let every man be swift to hear, slow to speak, slow to wrath:[20] For the wrath of man worketh not the righteousness of God (Jas 1:19-20).

Instructional Overview

Big Ideas

- God, the perfect peacemaker, wants His people to be instruments of peace and reconciliation to represent the character of Christ.
- Biblical conflict resolution requires actions rooted in love and understanding.

Essential Questions

- Why does biblical conflict resolution require actions of love and understanding?

Learning Outcomes

- Analyze scenarios and apply conflict resolution strategies
- Analyze scripture related to understanding biblical conflict resolution

Transformational Communication Actions

Five axioms for effective transformational communication guide us in Christian witness. Transforming communication should support God's purpose and plan, revolve around love, originate from the Holy Spirit, bring meaning, and unify the Body as one.

Directions

- Students will work in pairs.
- Each pair will identify three actions to resolving conflict for each axiom.
- Share transformational communication actions with group.
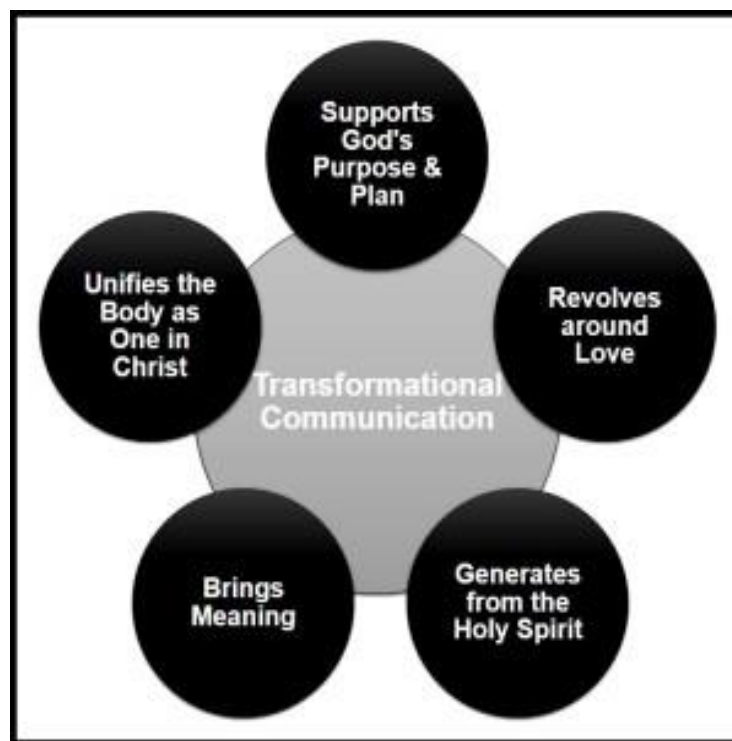
Scenario Analysis

Directions:

- In groups of three and four, prepare a short, unscripted role play to present to the group that describes the situation below.
- Include in role-play the resolution of the conflict. Keep in mind the concepts covered in class (e.g., peacemaker, conflict styles, and slippery slope).
- How can those in conflict reach transformational communication?

Discussion Questions for group: Consider answers to the following discussion questions for your scenario:

1. What did the participants do well as they attempted to resolve the conflict?
2. What methods did the participants use to resolve the conflict?
3. Which of these methods effectively resolved conflict? Which did not?
4. What additional steps the participants have taken?
5. What should happen next in this scenario?

Scenario 1

Jacob (Avoiding) and Kevin (Directing) share an apartment. For the past week, Kevin's friend has stayed over every night. They play video games for hours in the living room and the friend sleeps on the sofa. Kevin's actions frustrate Jacob. He tries to ignore the inconvenience of having Kevin's friend as an overnight guest, but now it affected Jacob's sleeping as he scored poorly on a test one morning.

Scenario 2

John (Directing) and Michelle (Cooperating) work in the same department. Unlike Michelle, John has worked at the company for a long time. John and Michelle have the same job and title. They have to work together. John frequently expresses he likes to do things the way he always has done them. Since he worked there so long, he thinks he knows how to do things. And, he tells others about it, whether or not they ask. Michelle tries hard to follow company rules. Michelle, a very quiet woman, doesn't question John much. She has conservative and traditional values. Employees must clock in within five minutes of the start of their shifts. They should clock in at their own buildings, but no one checks this.

John always clocks in at another building, so he won't be marked as tardy. He always gets to his workstation at least ten minutes late. At least a couple of times each week, somebody asks Michelle of John's whereabouts. Michelle does not want to cover for John. She has kept it in for a long time.

Finally, one morning, John arrives 20 minutes late. Michelle had to cover for John twice. When John finally appears, Michelle tells him she will not cover for him anymore.

John says, "Hey, I clocked in. I've been doing this for years. As long as you don't say anything, nobody will ever know. Just shut up and do your job." Michelle and John started shouting at each other.

Scenario 3

People work in teams at the ABC Auto Parts Company. When a line doesn't have enough parts, the supervisor sends workers to other lines. Sue (Directing) complains a lot. She whines all the time. Her supervisor sent to a new line for the day. Andy greets her. Andy (Harmonizing) smiles and says, "We're glad to have you as part of our team today. We like having people from other departments help us." Sue answers, "This isn't what I was hired to do. I'm only here because I have to be." Andy tries to explain the work on the line. But every time he says something, Sue whines. Andy decides to try to make the best of it. On the morning break, several other team members complain to Andy about how much Sue complains. Later in the day, the line stops while more parts arrive.

Sue whines, "This is stupid. Why can't management get it right? I don't care if they pay me to sit here and do nothing." When the line gets up and running again, Sue whines that she just was getting comfortable, "and there's only an hour and a half left in the day anyway."

Andy tells her that they need her back on the line because the customer is waiting for the order. Tomorrow, he says, she will be able to go back to her own department and do her own job. The next day, Sue arrives on Andy's line again. She starts whining right away.

Group Scriptural Analysis

Directions

- Working in groups, discuss the assigned verse and how it relates to conflict resolution.
- Groups will report out. Groups may use chart paper to record highlights from discussion.

Group 1: Matt 18:15-17

"Moreover if thy brother shall trespass against thee, go and tell him his fault between thee and him alone: if he shall hear thee, thou hast gained thy brother.[16] But if he will not hear thee, then take with thee one or two more, that in the mouth of two or three witnesses every word may be established.[17] And if he shall neglect to hear them, tell it unto the church: but if he neglect to hear the church, let him be unto thee as an heathen man and a publican."

Group 2: Rom 12:17-21

"Recompense to no man evil for evil. Provide things honest in the sight of all men.[18] If it be possible, as much as lieth in you, live peaceably with all men.[19] Dearly beloved, avenge not yourselves, but rather give place unto wrath: for it is written, Vengeance is mine; I will repay, saith the Lord.[20] Therefore if thine enemy hunger, feed him; if he thirst, give him drink: for in so doing thou shalt heap coals of fire on his head.[21] Be not overcome of evil, but overcome evil with good."

Group 3: 1 Pet 3:8-11

"Finally, be ye all of one mind, having compassion one of another, love as brethren, be pitiful, be courteous:[9] Not rendering evil for evil, or railing for railing: but contrariwise blessing; knowing that ye are thereunto called, that ye should inherit a blessing.[10] For he that will love life, and see good days, let him refrain his tongue from evil, and his lips that they speak no guile:[11] Let him eschew evil, and do good; let him seek peace, and ensue it

Key words:

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Key phrases:

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Key thoughts:

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How scripture relates to conflict resolution; peacemaking; and having peace with God, self, and others:

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Closing

- Questions & Homework
- Closing thoughts
- Prayer

Due May 5, 2022

Practice your sermon for next week!

Ken Sande. (2006). *The peacemaker: Biblical guide to Resolving Conflict*. Grand Rapids, MI: Baker Books.

Conflict Resolution Presentation Rubric 2022—Up to 200 points cumulative

SKILLS	Distinguished 200	Target 185	Acceptable 158	Needs Improvement 138
Topic (Introduction)	Appropriately focused introduction with clearly communicated purpose (thesis)	States a clear, basic main introduction to sermon with focus and its key points	Presents a partially developed introduction and key points May need to make opening more clear	Launches into the sermon without an introduction or key points
	35 points	**33 points**	**28 points**	**25 points and below**

TOPIC COMMENTS:

Scriptural Context	Clear and convincing command of Scripture that provide insightful explanations of content with biblical truth	Shows a command of Scripture with explanations providing some insight on content with biblical truth	Shows an emerging command of Scripture and may partially support key points throughout the sermon	Scripture does not support subject OR used incorrectly
	35 points	**33 points**	**28 points**	**25 points and below**

SCRIPTURAL CONTEXT COMMENTS:

Content	Shows full subject development, mastery, problem solving, and application as it relates to Conflict Resolution	Somewhat articulates content development, mastery, problem solving, and application as it relates to Conflict Resolution	Inconsistent content development, mastery, problem, and application as it relates to Conflict Resolution	Unable to follow content development, mastery, problem, and application as it relates to Conflict Resolution
	35 points	**33 points**	**28 points**	**25 points and below**

CONTENT COMMENTS:

Organization	Clearly structured and logical speech with an engaging introduction, a sequenced body with appropriate transitions, and a clear and convincing conclusion	Clear attempt at a structured speech with a beginning, middle, and end with an attempt to use transitions	Uneven organization making it somewhat difficult to follow the speaker's ideas; sermon may wander off topic at times	Shows little or no attempt at structure; cannot follow the speaker's ideas; speech may be too conversational and may ramble without a clear beginning, middle, or end
	35 points	**33 points**	**28 points**	**25 points and below**

ORGANIZATION COMMENTS:

Delivery	A combination of appropriate and effective eye contact, clarity and projection of voice, tone and pace, with gestures that significantly enhance the speaker's words	Some use of appropriate eye contact, clarity and projection of voice, tone and pace, and gestures but lacking one or more components	Lack of eye contact, clarity and projection of voice, tone and pace, and/or appropriate gestures make the sermon difficult to follow	Unable to follow sermon due to undeveloped eye contact, clarity and projection of voice, tone and pace, and/or appropriate gestures
	35 points	**33 points**	**28 points**	**25 points and below**

DELIVERY COMMENTS:

Overall Effectiveness	Speaker remains enthusiastic, holds audience attention, and goes beyond achieving purpose of presentation within specified time limit	Speaker shows basic enthusiasm for sermon, adequately holds audience's attention throughout, and stays within time limit	Speaker shows some enthusiasm, the audience remains mostly interested, and mostly achieves purpose of the sermon but does not adhere to specified time limit	Speaker lacks enthusiasm, the audience shows a lack of interest, and sermon does not achieve its purpose – Either went over or under the time limit
	25 points	**20 points**	**18 points**	**13 points and below**

OVERALL EFFECTIVENESS COMMENTS: