

CONFLICT RESOLUTION ROAD MAP

AM I IN CONFLICT?

Romans 12:18



CAN I OVERLOOK IT?

Proverbs 19:11



WHAT IS MY PART TO OWN?

Matthew 7:3-5



HOW CAN I SEEK RECONCILIATION?

Matthew 18:15-17



How to determine if you're in conflict:

- Has someone sinned against me? Have I sinned against someone? (Matt. 5:23-24)
- Has someone broken my trust in them?
- Have I spoken poorly about someone? (Prov. 26:20)
- Am I imagining payback, revenge, or justice? (Rom. 12:19-20)
- Am I actively avoiding someone?

Can you try to privately overlook the offense, make allowance for faults, forgive, and move on? (Eph. 4:1-6, Col. 3:12-13)

When to NOT overlook an offense:

- If the offense dishonors God (Rom. 2:23-24)
- If the offense broke a relationship (Prov. 18:19)
- If the offense is hurting others (Phil. 2:4)
- If the offense is hurting the offender (Jas. 5:19-20)

Recognize that blame rarely lies 100% with any single party. (Gal. 6:3-4)

- What of your actions – however big or small – have contributed to this conflict?
- When apologizing, do so thoroughly. See reverse side for navigating an apology.

Gently point out another's part in the conflict and try to make amends. (Gal. 6:1-2)

- First, talk in private, one-on-one.
- If they don't listen and repent, try again with one or two others.
- If they don't listen and repent, try again with a group from the church.
- If they don't listen and repent, remove them from the fellowship of church membership.
- If at any point they listen and repent, forgive. (Col. 3:12-13)

NAVIGATING AN APOLOGY

1. ADMIT WHAT YOU DID WRONG.

Acknowledge the harm you caused without justifying or downplaying your actions. Express empathy for how your actions might have made them feel.

2. APOLOGIZE.

Tell them you are sorry for what you did. Be specific.

3. ASK FOR FORGIVENESS.

Say the words, "Will you forgive me?"

4. ACCEPT THE CONSEQUENCES.

Do what you can to make it right and alter your behavior. You are not truly sorry if you continue causing harm.

"By this all people will know that you are my disciples, if you have love for one another." **John 13:35**



FORGIVENESS IS NOT...

1. EXCUSING.

There is no excuse for sin. God will make sure all sin is paid for.

2. DENIAL.

Do not pretend you are not hurt. Honestly bring your pain to God.

3. FEELING.

Forgiveness is a decision you can make no matter how you feel.

4. FORGETTING.

To forgive you must remember the offense, God's justice, the cross, and God forgiving you.

5. TRUST.

Forgiveness is a gift, but trust must be earned.

6. OPTIONAL.

God commands us to forgive. Refusing to forgive is rebelling against God.

7. RECONCILIATION.

Reconciliation takes action from both sides; forgiveness is between you and God.

Steps to Seeking Forgiveness - SHARP Model

1. **S**eek to understand:

"I realize I hurt you when I _____"

What feeling words would you use to describe how this made you feel?"

Feeling - _____; Feeling - _____; Feeling - _____

2. **H**ear their heart:

"Can you tell me more about feeling _____"

Ask this for each feeling word

**Listen And Then Paraphrase
Each Feeling Word**

"So what you are saying is"

Then ask ...

1. "Scale the impact this had on a scale of 1-100"
2. "What do you wish would have happened in this situation?"
3. "How would it have made you feel if this would have happened?"
4. "Is there anything else I need to understand before I continue?"

3. **A**dmit the wrong:

"What I can own in this situation is _____"

4. **R**epent

"I'm sorry I hurt you. I don't ever want to hurt you that way again."

Be willing to take the necessary steps to change.

5. **P**ursue Forgiveness

"Will you forgive me?"

If you are still in process with forgiving, it is ok to answer, "I will actively work towards forgiveness."

Seal it with a hug.

Emotional Intelligence

How Do You Feel?

Intensity of Feelings	HAPPY	SAD	ANGRY	AFRAID	ASHAMED
HIGH	Elated Excited Overjoyed Thrilled Ecstatic Loved	Abused Unloved Depressed Heartbroken Alone Hurt Devastated Crushed Betrayed Rejected	Furious Outraged Boiling Irate Furious Deceived Shocked Jealous Astonished	Terrified Horrified Scared Fearful Panicky Frantic Distressed Attacked Frightened Threatened Abandoned	Worthless Unvalued Used Criticized Disrespected Incompetent Condemned Humiliated Mocked
MEDIUM	Cheerful Thankful Relieved Satisfied Glowing Respected Hopeful	Distressed Let Down Unsupported Unwanted Discouraged Confused Grieved Lonely	Upset Mad Resentful Offended Frustrated Aggravated Agitated Exasperated	Insecure Intimidated Anxious	Unworthy Belittled Unimportant Embarrassed Blamed Cheap Foolish Disempowered
LOW	Glad Contented Pleasant Tender Pleased	Unhappy Disappointed Shook Up	Annoyed Uptight Irritated Displeased Surprised	Nervous Worried Unsure	Ridiculed Regretful Pitied Silly Dumb