

Broken

What Should I Say When We Have Conflict?

PRE: Get yourself _____

a) Clarify _____

Proverbs 15:28 *The heart of the godly thinks carefully before speaking...*

b) Beware the _____

Proverbs 8:7 *...for I speak the truth and detest every kind of deception.*

Proverbs 12:18 *Some people make cutting remarks, but the words of the wise bring healing.*

c) Identify your _____

Proverbs 16:21 *The wise are known for their understanding, and pleasant words are persuasive.*

d) _____

S – Start with _____

Galatians 2:11-12 *...when Peter came to Antioch, I had to oppose him to his face, for what he did was very wrong. When he first arrived, he ate with the Gentile believers, who were not circumcised. But afterward, when some friends of James came, Peter wouldn't eat with the Gentiles anymore.*

T – _____

Matthew 9:3 *But some teachers of religious law said to themselves, "That's blasphemy! Does he think he's God?"*

A - Ask _____

T – Talk _____

Ephesians 4:2 *Always be humble and gentle.*

E – Encourage _____

Proverbs 12:15 *Fools think their own way is right, but the wise listen to others.*

Questions to ask before you talk

*What do I really want? For me? For them? For the relationship?
What would I do right now if I really wanted these results? How do I want them to feel? What's my goal in bringing this up?*

Humanizing sentences

*"They are living in a much different information world than I am."
"I wonder how many of my opinions are the results of highly filtered information?"*

If They Get Defensive

Find a mutual purpose – find what you both agree on.

Example: You both want a better relationship and better communication.

Contrast – say what you don't mean, and what you do.

Example: "I didn't mean to diminish your contribution. You've put in a lot of work. What I'm trying to say..."

"Recognize the purpose behind the strategy" – why do each of you want what you want?

AMPP:

Ask for their stories - express interest in hearing others' views:

"I'd really like to hear what you think about..."

Mirror to confirm feelings - respectfully acknowledge the emotions they seem to be feeling. *"You look unsure..." or "You seem upset..."*

Paraphrase - take what the other person has said and put it into your own words. This confirms that you're listening and you're trying to fully understand because their views are valued.

"So what I think you're saying is..." or "Let's see if I've understood this..."

Prime - if others continue to hold back then state what you think the other person is thinking. This should only be used if the other three tools haven't worked. *"I'm guessing you think I'm being unfair..."*

What if we disagree? ABC Method

Agree - find where you agree.

"I agree that these last two weeks have been particularly difficult..."

Build - build on it with something they have missed or didn't know.

"I'm also aware that the whole branch has been hectic in this period..."

Compare - compare the differences between your views but don't suggest others are incorrect - just compare.

"It seems to me that you feel that it's been hectic because of the changes in structure. From my perspective, it's because people aren't comfortable reporting to the new supervisor yet."