

# Handling Church Conflict

Presented by: Dean Morgan

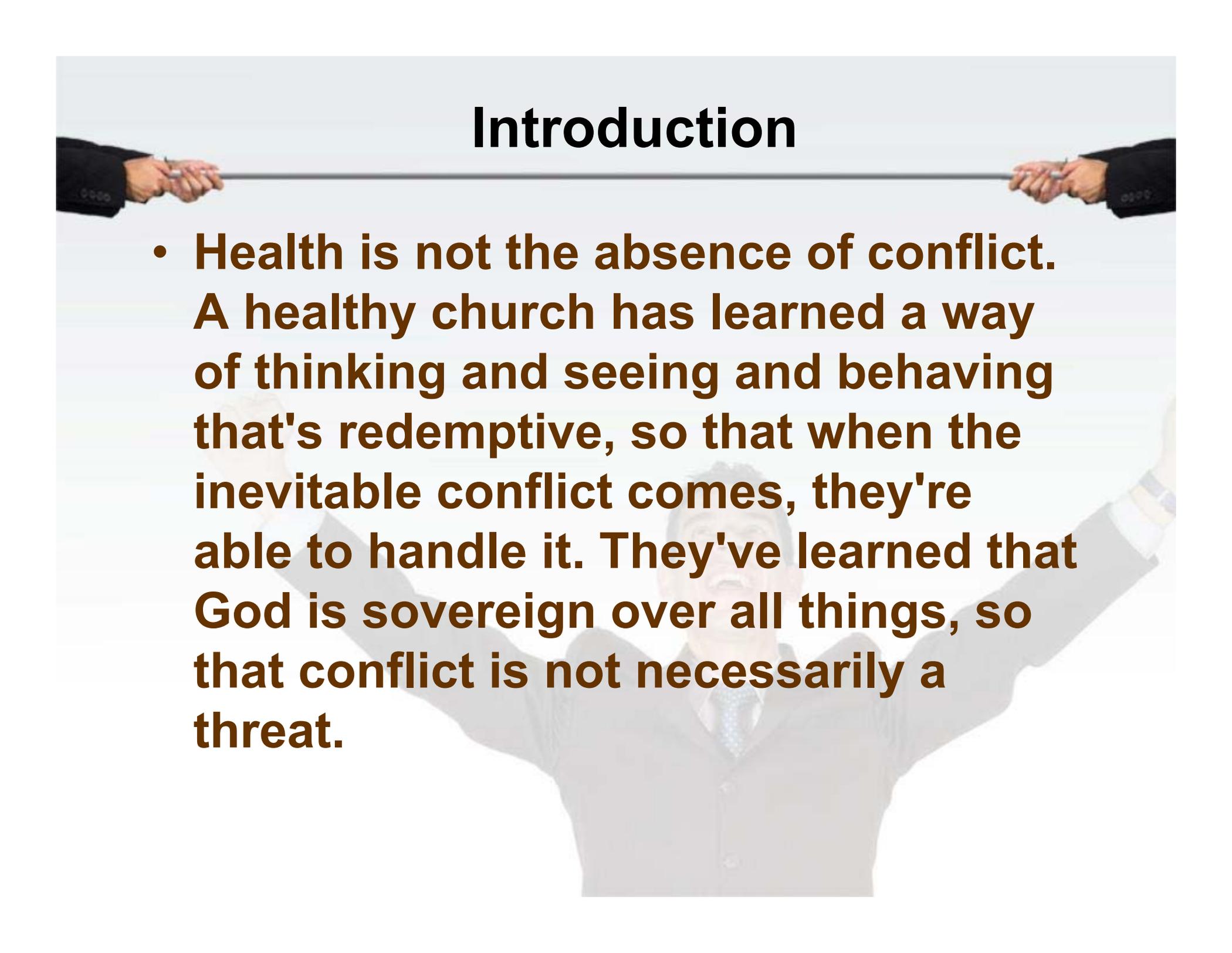


# Introduction



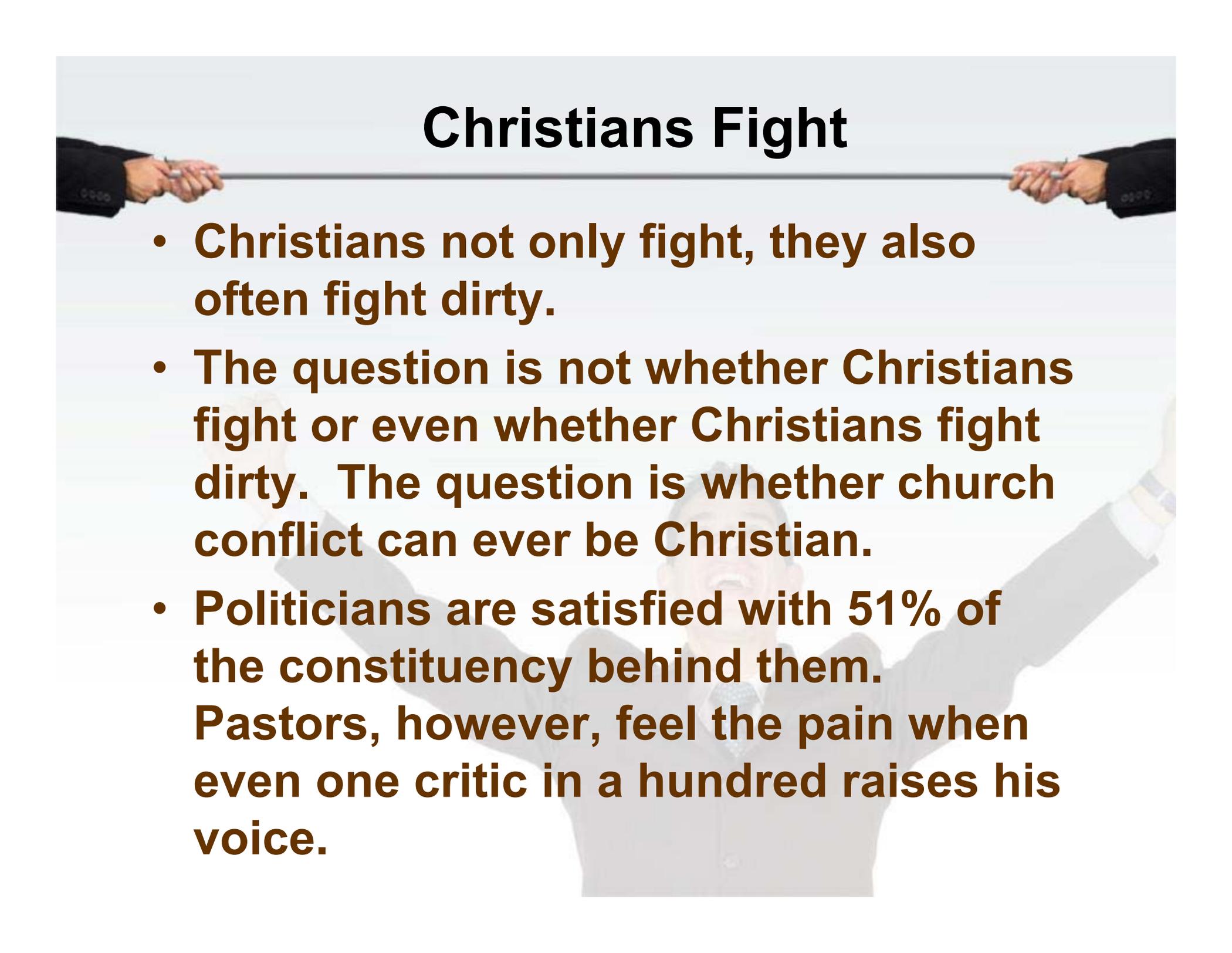
- **Conflict: a serious disagreement or argument, typically a protracted one.**
- **It could be defined as a prolonged armed struggle: *overseas conflicts.***
- **It could also be defined as an incompatibility between two or more opinions, principles, or interests: *there was a conflict between his business and domestic life.***

# Introduction



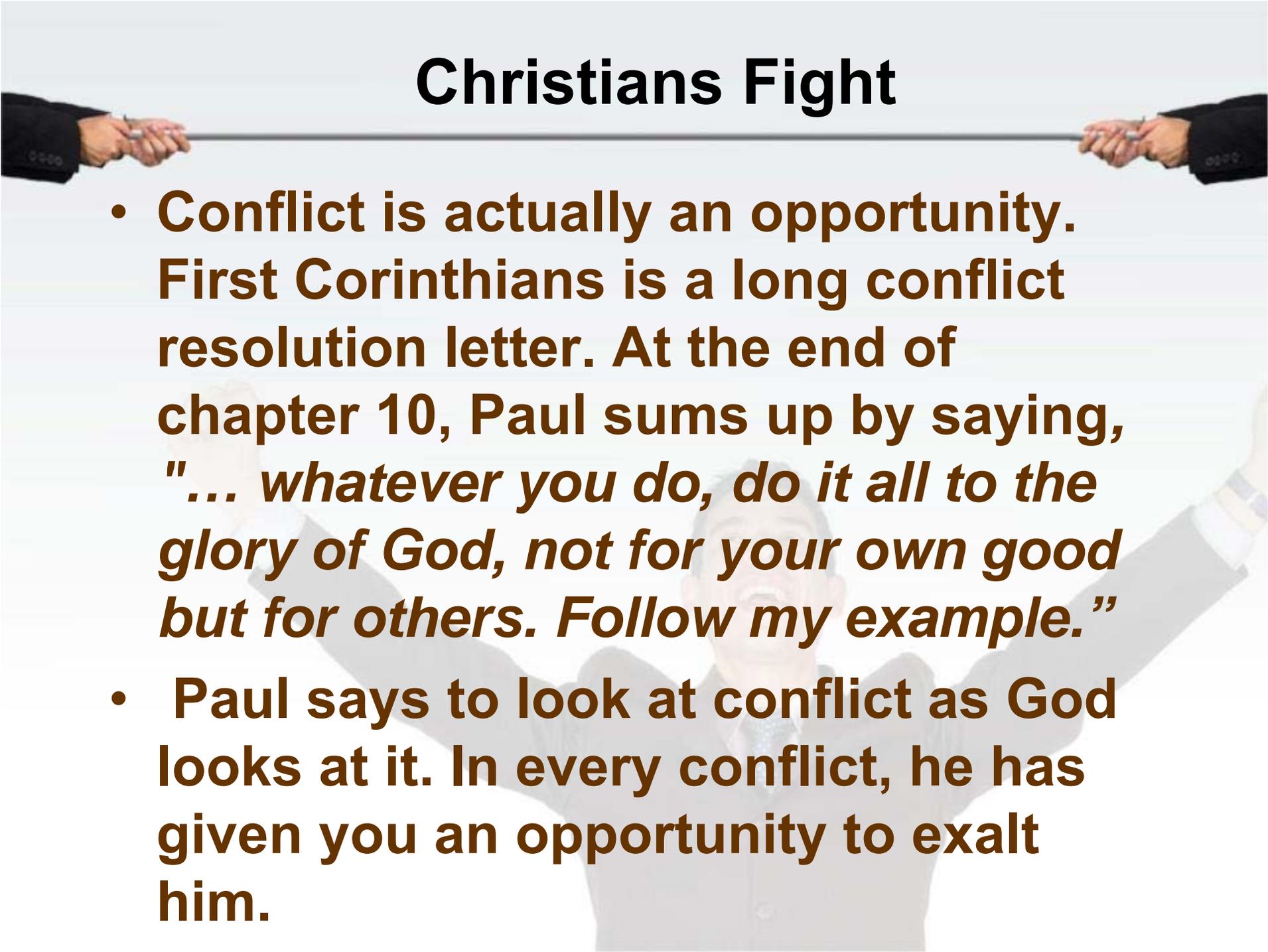
- **Health is not the absence of conflict. A healthy church has learned a way of thinking and seeing and behaving that's redemptive, so that when the inevitable conflict comes, they're able to handle it. They've learned that God is sovereign over all things, so that conflict is not necessarily a threat.**

# Christians Fight



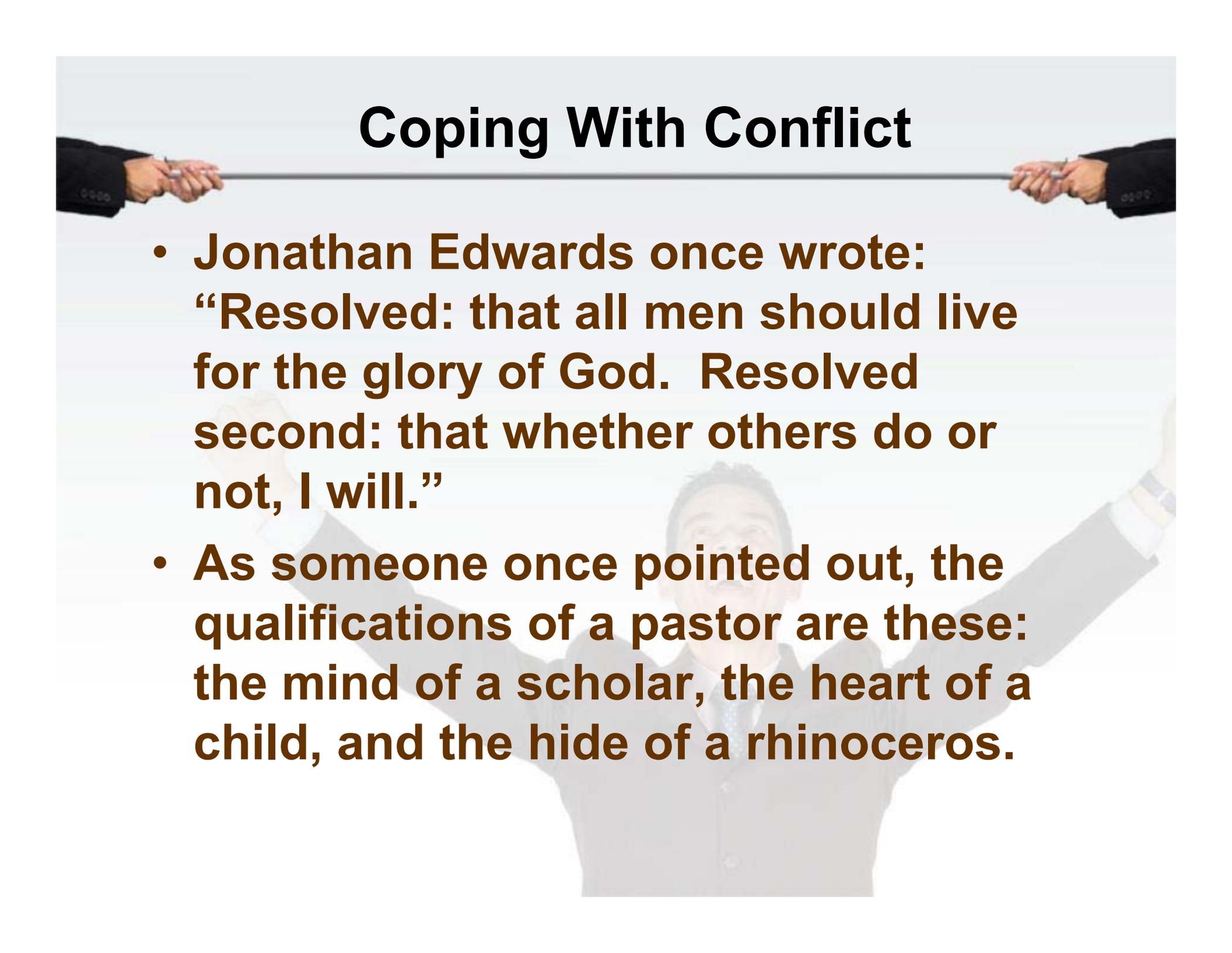
- **Christians not only fight, they also often fight dirty.**
- **The question is not whether Christians fight or even whether Christians fight dirty. The question is whether church conflict can ever be Christian.**
- **Politicians are satisfied with 51% of the constituency behind them. Pastors, however, feel the pain when even one critic in a hundred raises his voice.**

# Christians Fight



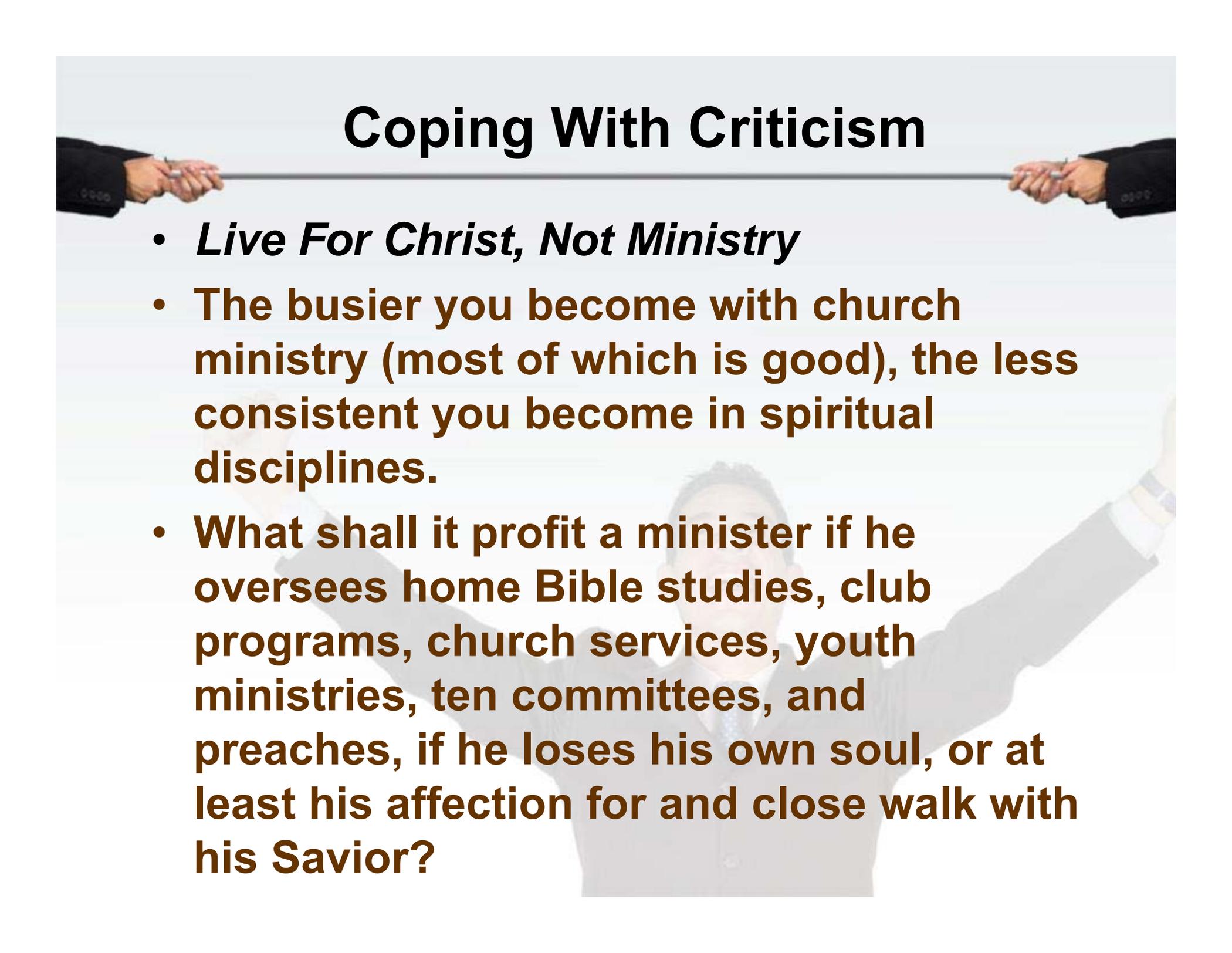
- **Conflict is actually an opportunity. First Corinthians is a long conflict resolution letter. At the end of chapter 10, Paul sums up by saying, "*... whatever you do, do it all to the glory of God, not for your own good but for others. Follow my example.*"**
- **Paul says to look at conflict as God looks at it. In every conflict, he has given you an opportunity to exalt him.**

# Coping With Conflict



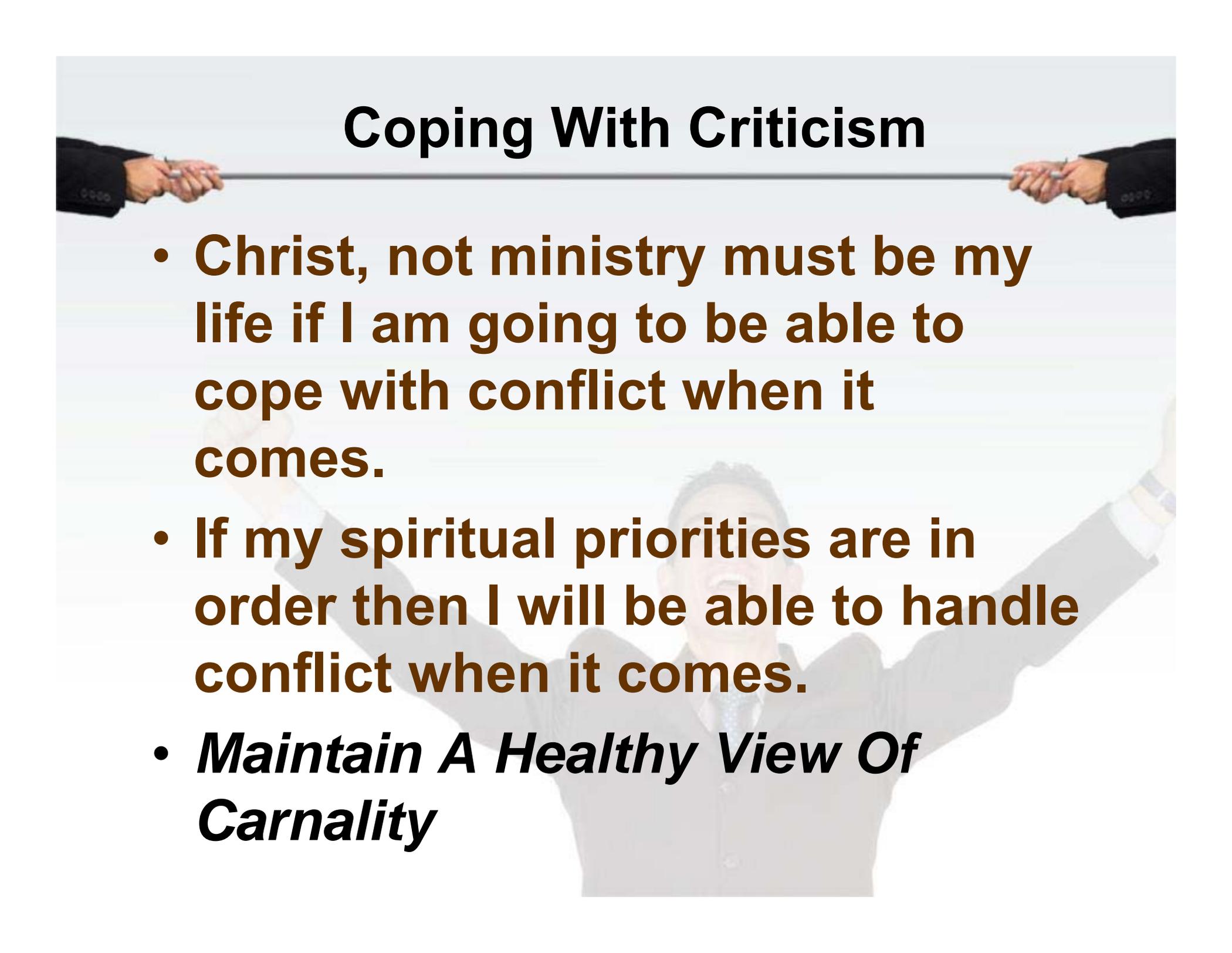
- **Jonathan Edwards once wrote:**  
“Resolved: that all men should live for the glory of God. Resolved second: that whether others do or not, I will.”
- **As someone once pointed out, the qualifications of a pastor are these: the mind of a scholar, the heart of a child, and the hide of a rhinoceros.**

# Coping With Criticism



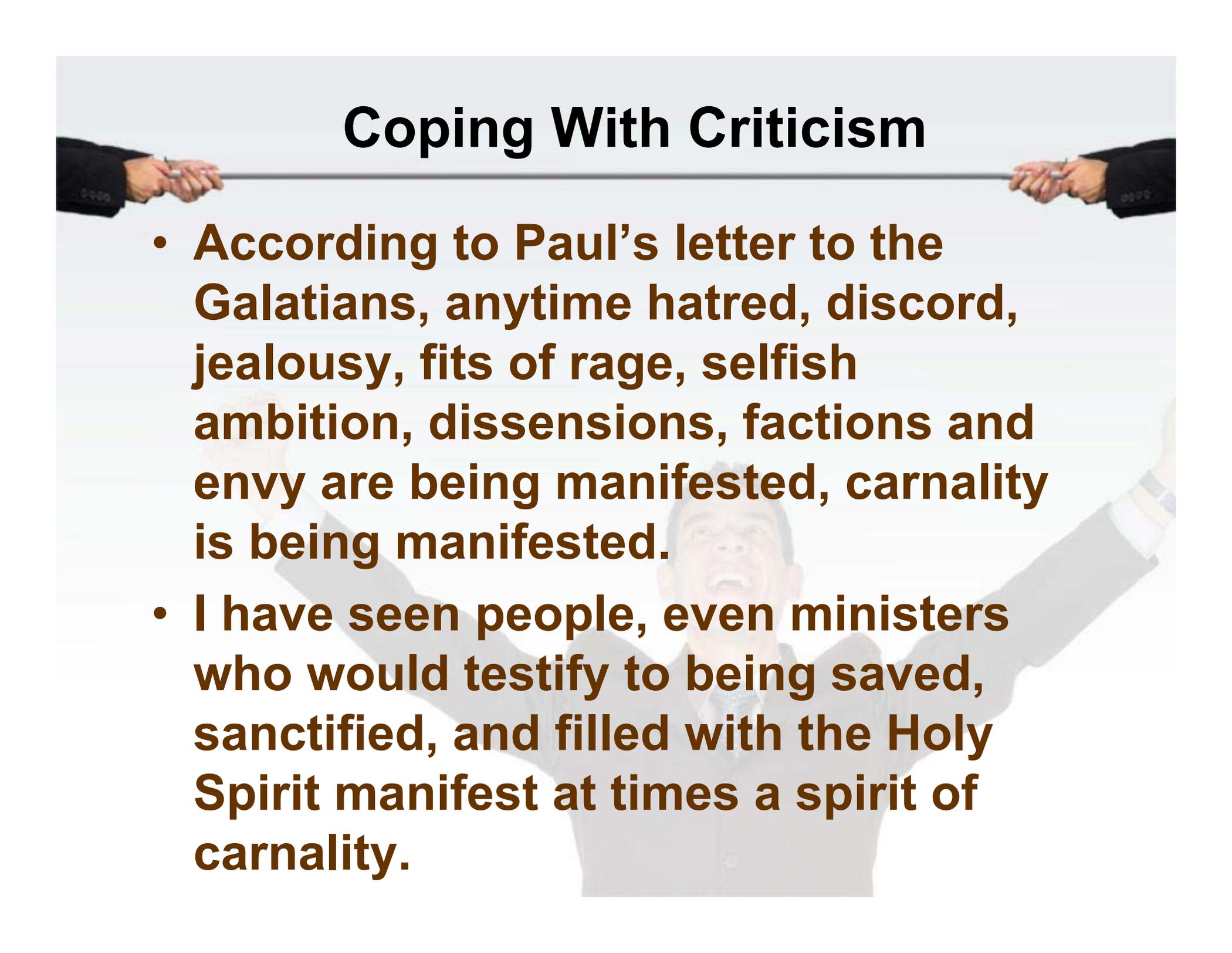
- *Live For Christ, Not Ministry*
- The busier you become with church ministry (most of which is good), the less consistent you become in spiritual disciplines.
- What shall it profit a minister if he oversees home Bible studies, club programs, church services, youth ministries, ten committees, and preaches, if he loses his own soul, or at least his affection for and close walk with his Savior?

# Coping With Criticism



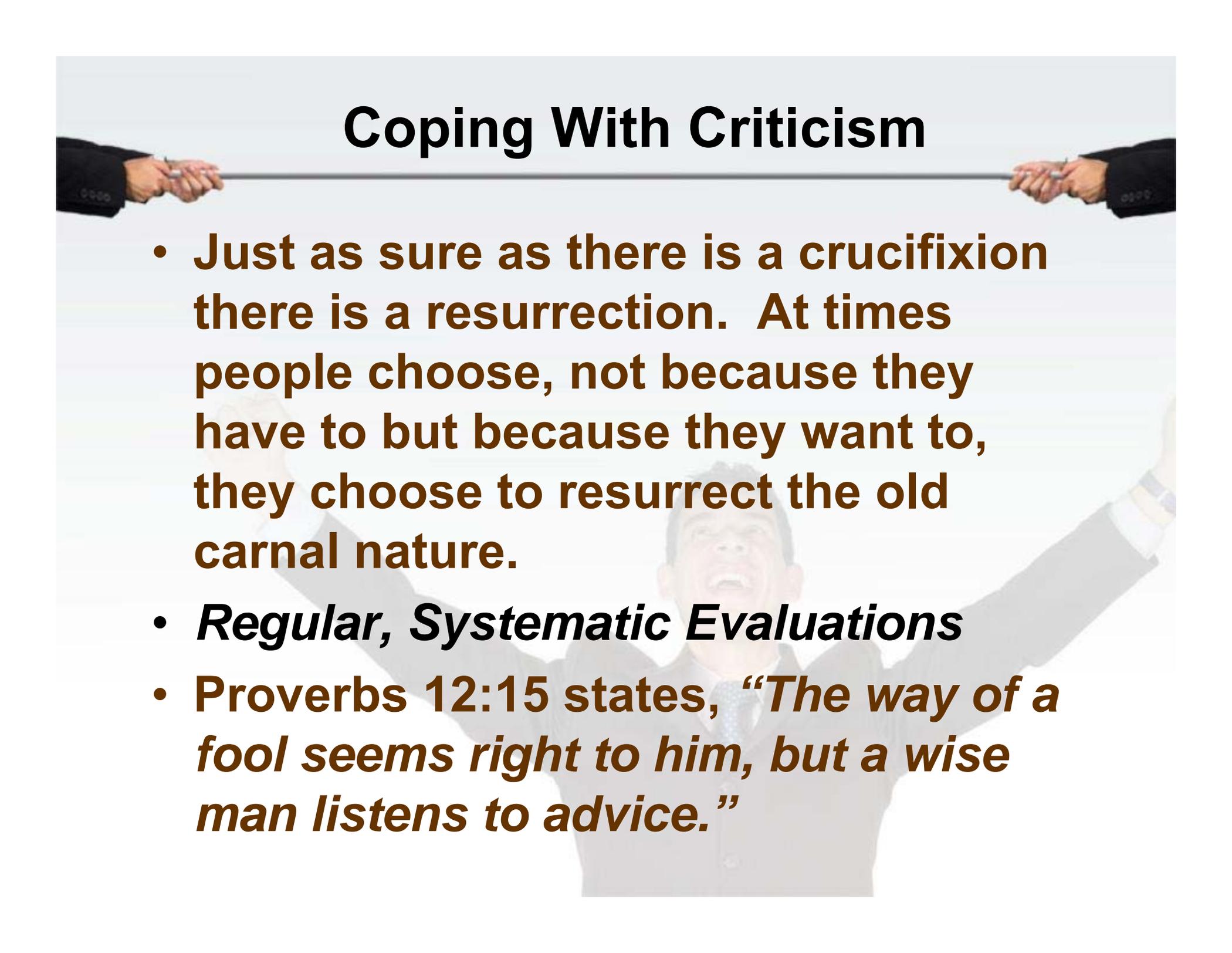
- **Christ, not ministry must be my life if I am going to be able to cope with conflict when it comes.**
- **If my spiritual priorities are in order then I will be able to handle conflict when it comes.**
- ***Maintain A Healthy View Of Carnality***

# Coping With Criticism



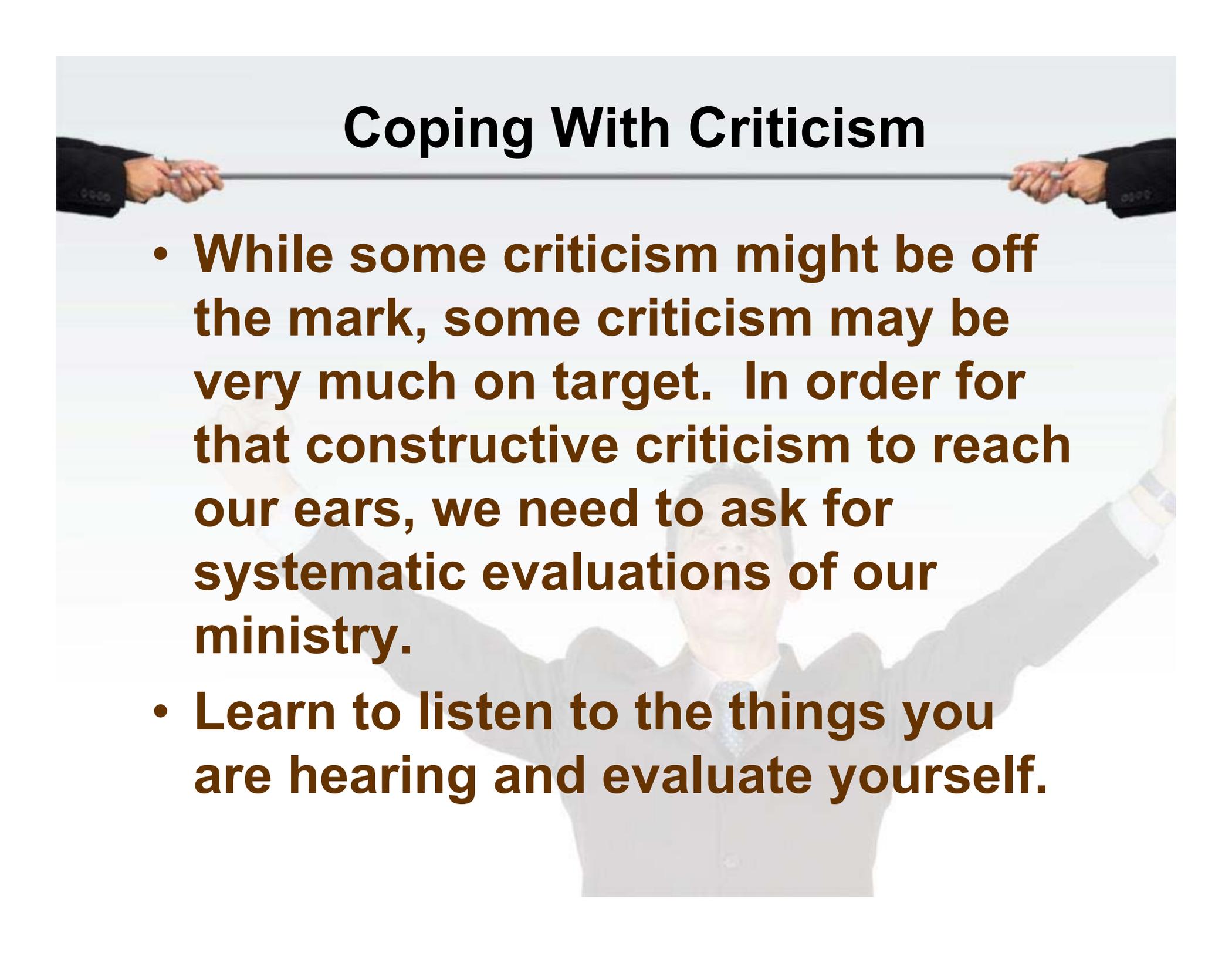
- **According to Paul's letter to the Galatians, anytime hatred, discord, jealousy, fits of rage, selfish ambition, dissensions, factions and envy are being manifested, carnality is being manifested.**
- **I have seen people, even ministers who would testify to being saved, sanctified, and filled with the Holy Spirit manifest at times a spirit of carnality.**

# Coping With Criticism



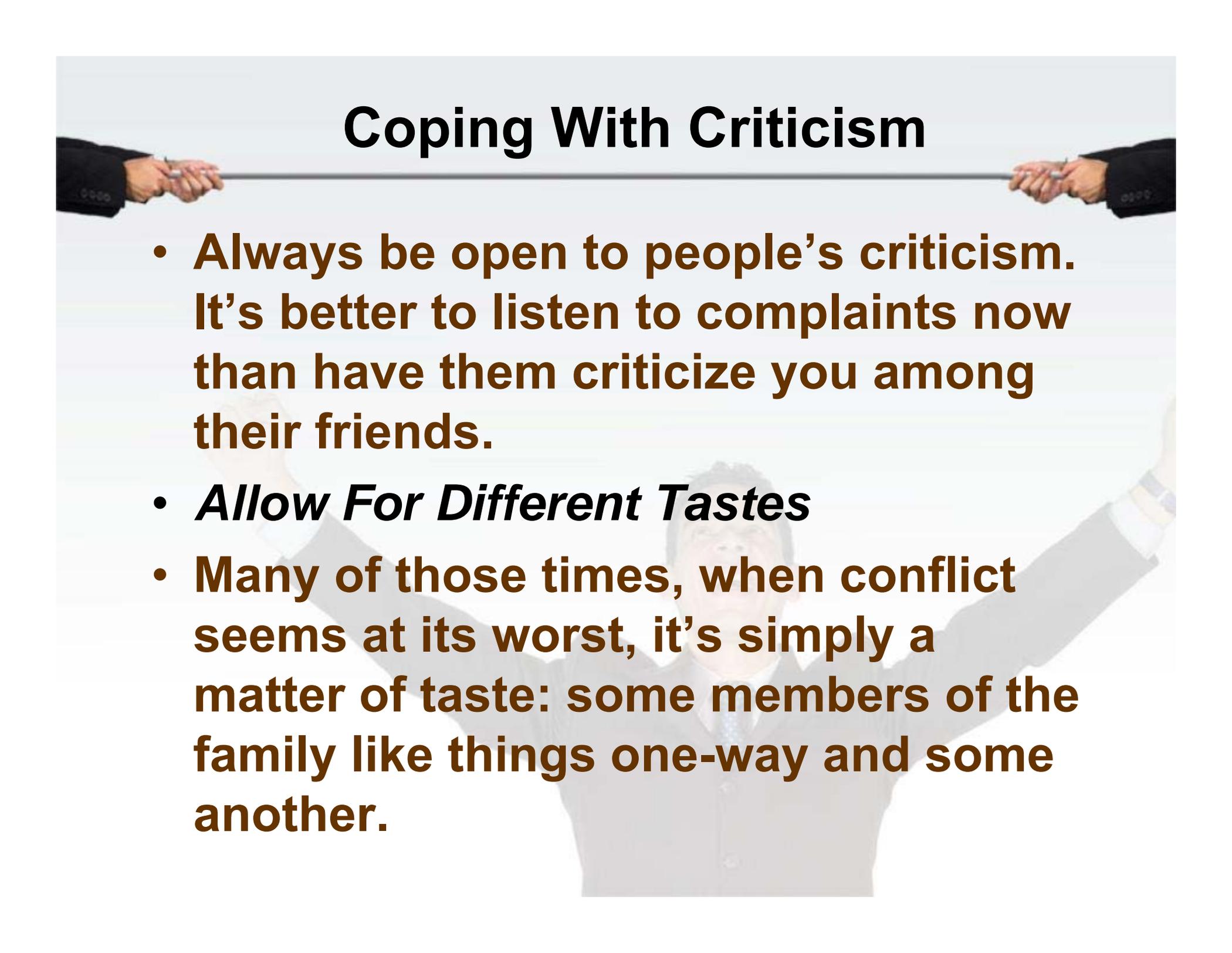
- **Just as sure as there is a crucifixion there is a resurrection. At times people choose, not because they have to but because they want to, they choose to resurrect the old carnal nature.**
- ***Regular, Systematic Evaluations***
- **Proverbs 12:15 states, “*The way of a fool seems right to him, but a wise man listens to advice.*”**

# Coping With Criticism



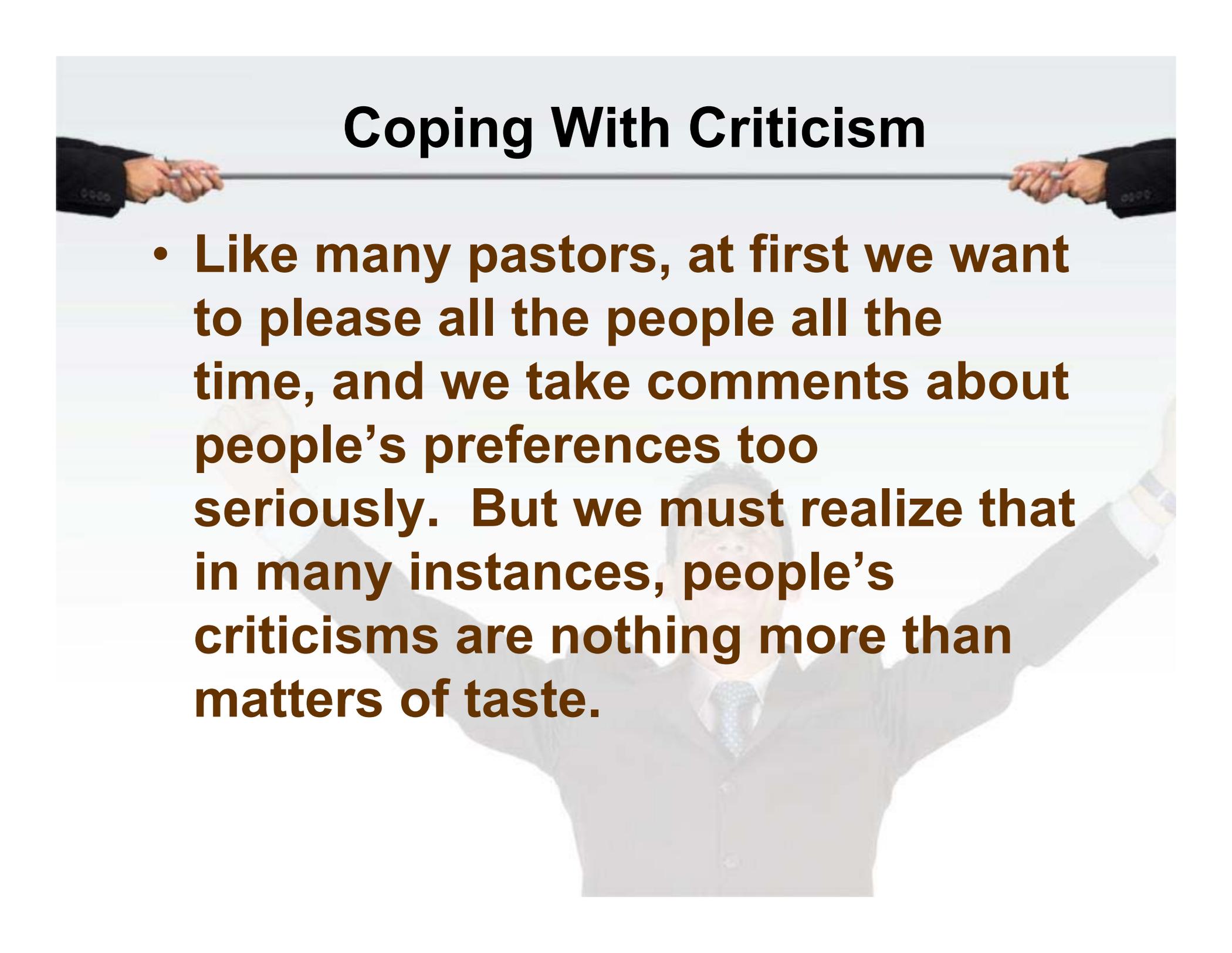
- **While some criticism might be off the mark, some criticism may be very much on target. In order for that constructive criticism to reach our ears, we need to ask for systematic evaluations of our ministry.**
- **Learn to listen to the things you are hearing and evaluate yourself.**

# Coping With Criticism



- **Always be open to people's criticism. It's better to listen to complaints now than have them criticize you among their friends.**
- ***Allow For Different Tastes***
- **Many of those times, when conflict seems at its worst, it's simply a matter of taste: some members of the family like things one-way and some another.**

# Coping With Criticism



- **Like many pastors, at first we want to please all the people all the time, and we take comments about people's preferences too seriously. But we must realize that in many instances, people's criticisms are nothing more than matters of taste.**

# The Way People Fight



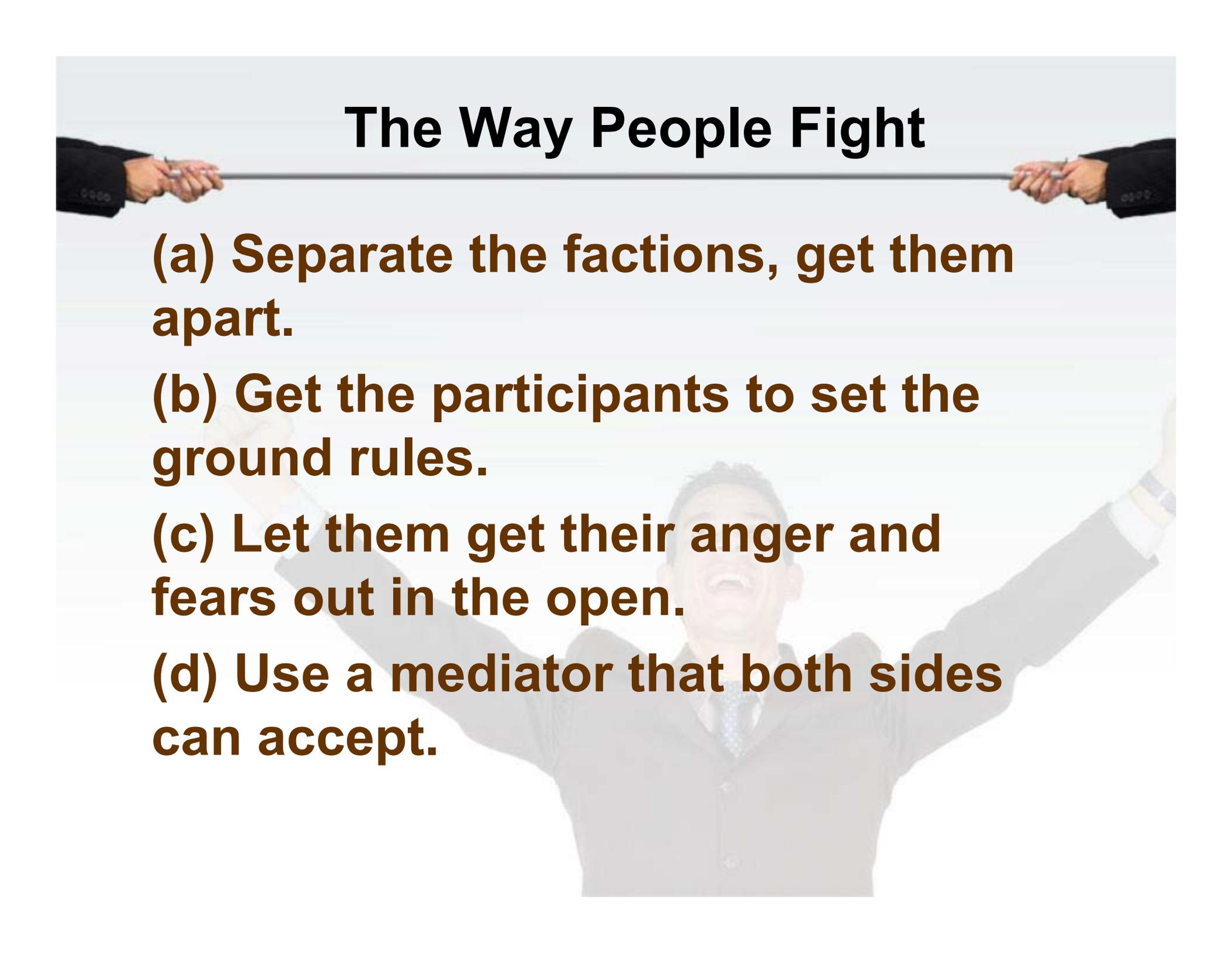
- **Conflict comes in many colors.**

## ***1. Battlefield***

***a. behavior*** – They have a tendency to fight, embarrass and demean. Their total approach is to overrun individuals, and put them down. They will do anything they can to embarrass or demean the other individual.

***b. resolution***

# The Way People Fight

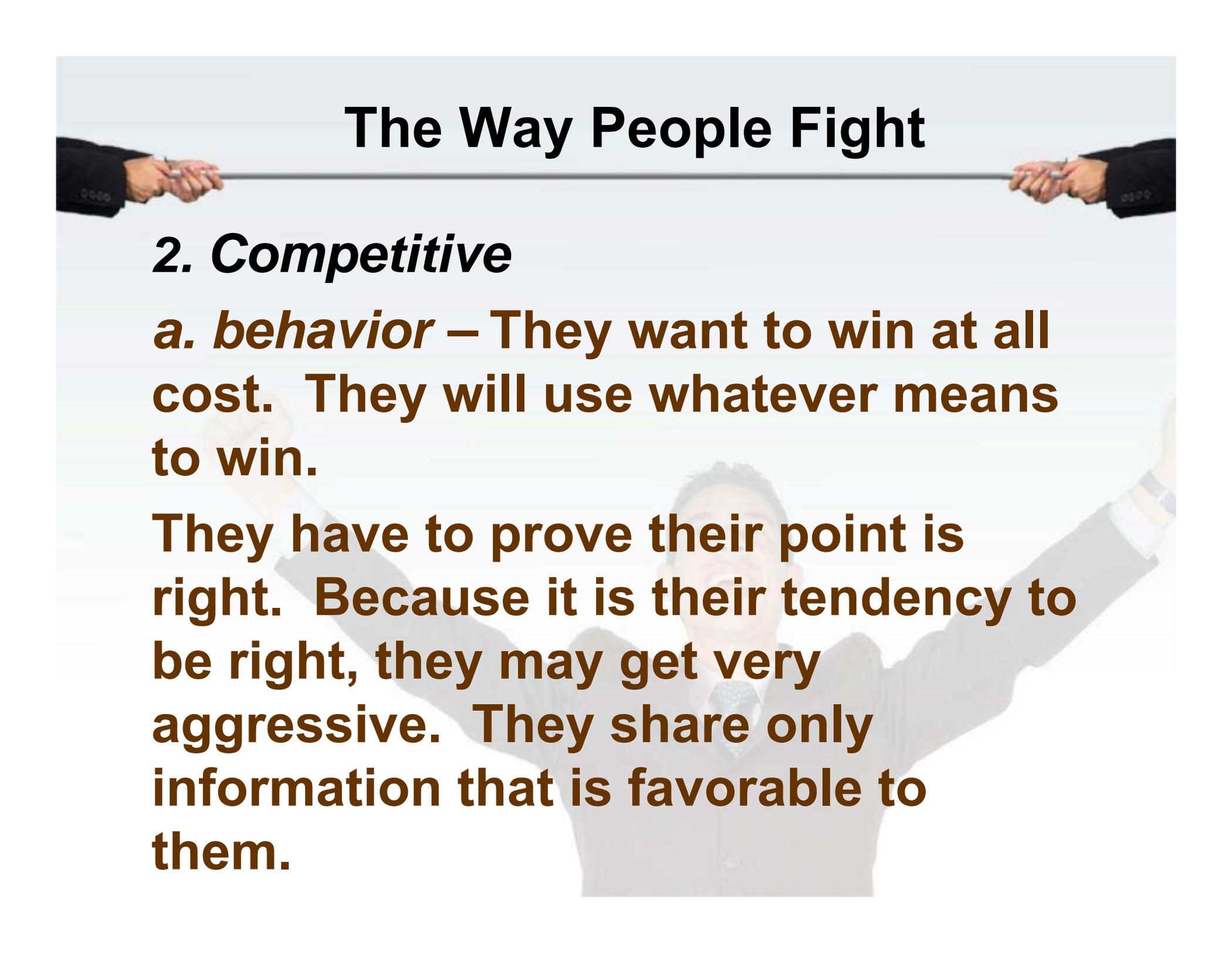


**(a) Separate the factions, get them apart.**

**(b) Get the participants to set the ground rules.**

**(c) Let them get their anger and fears out in the open.**

**(d) Use a mediator that both sides can accept.**



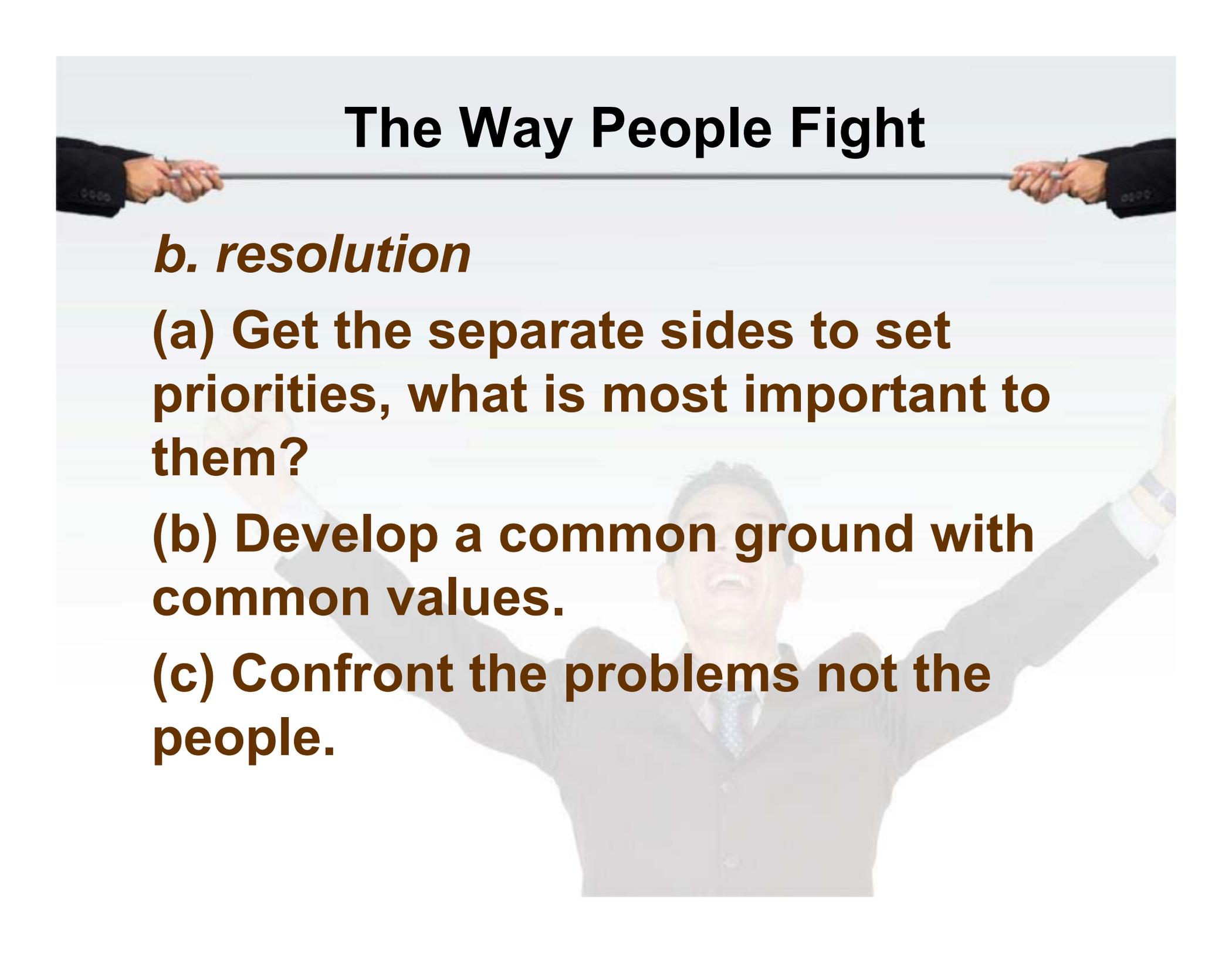
# The Way People Fight

## ***2. Competitive***

***a. behavior*** – They want to win at all cost. They will use whatever means to win.

They have to prove their point is right. Because it is their tendency to be right, they may get very aggressive. They share only information that is favorable to them.

# The Way People Fight



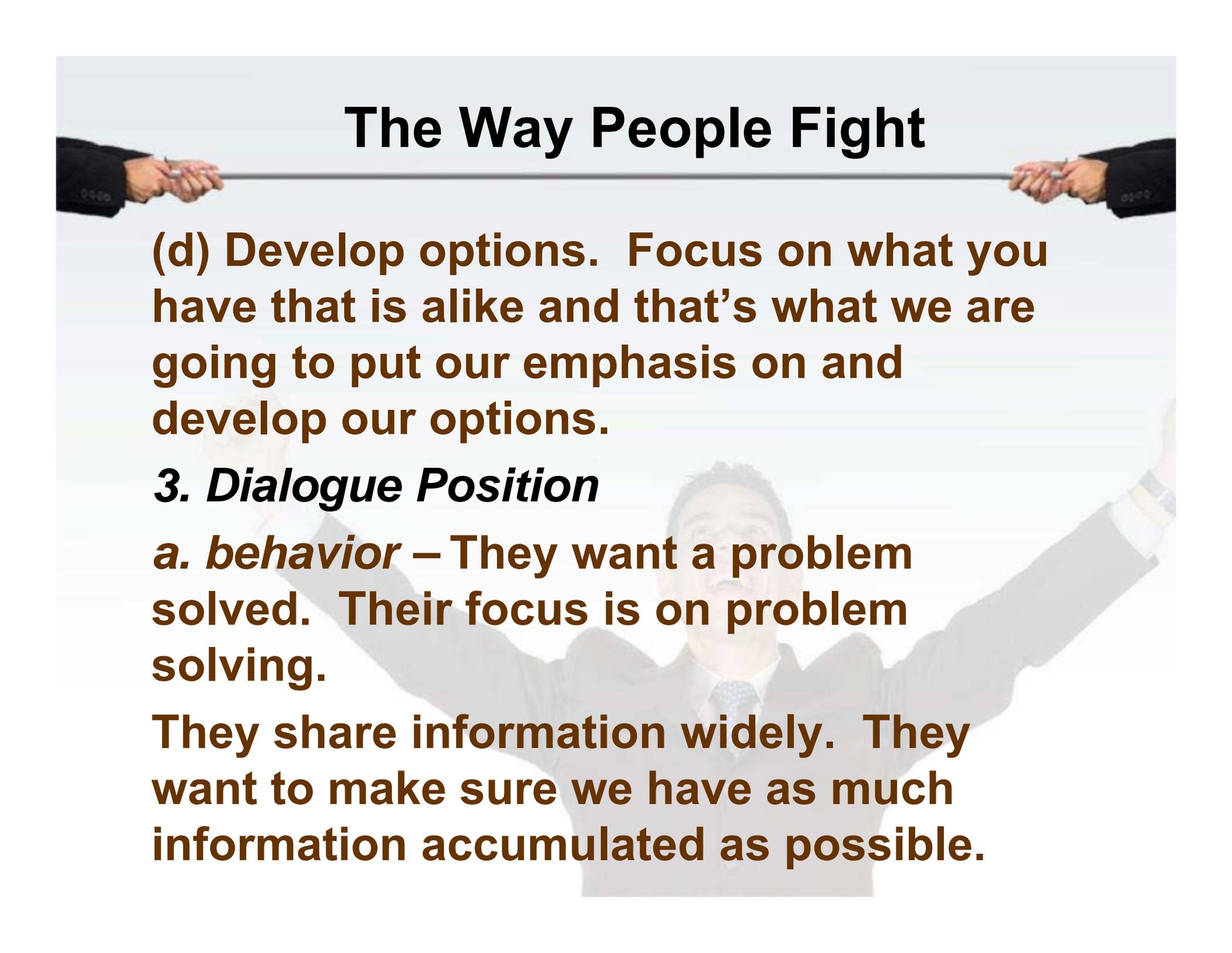
## ***b. resolution***

**(a) Get the separate sides to set priorities, what is most important to them?**

**(b) Develop a common ground with common values.**

**(c) Confront the problems not the people.**

# The Way People Fight



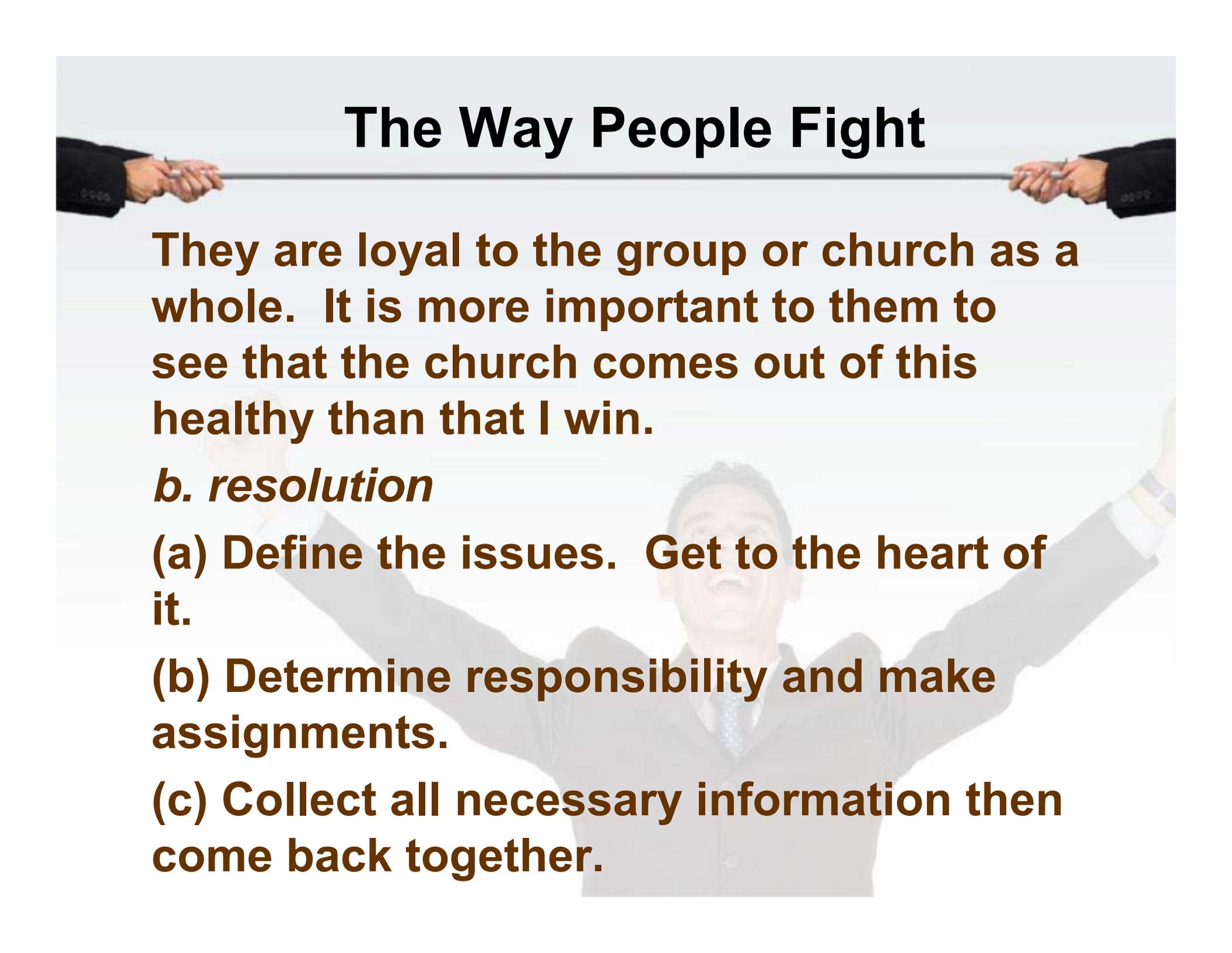
**(d) Develop options. Focus on what you have that is alike and that's what we are going to put our emphasis on and develop our options.**

## ***3. Dialogue Position***

***a. behavior*** – They want a problem solved. Their focus is on problem solving.

**They share information widely. They want to make sure we have as much information accumulated as possible.**

# The Way People Fight



**They are loyal to the group or church as a whole. It is more important to them to see that the church comes out of this healthy than that I win.**

## ***b. resolution***

**(a) Define the issues. Get to the heart of it.**

**(b) Determine responsibility and make assignments.**

**(c) Collect all necessary information then come back together.**

# How To Deal With A Disgruntled Board Member



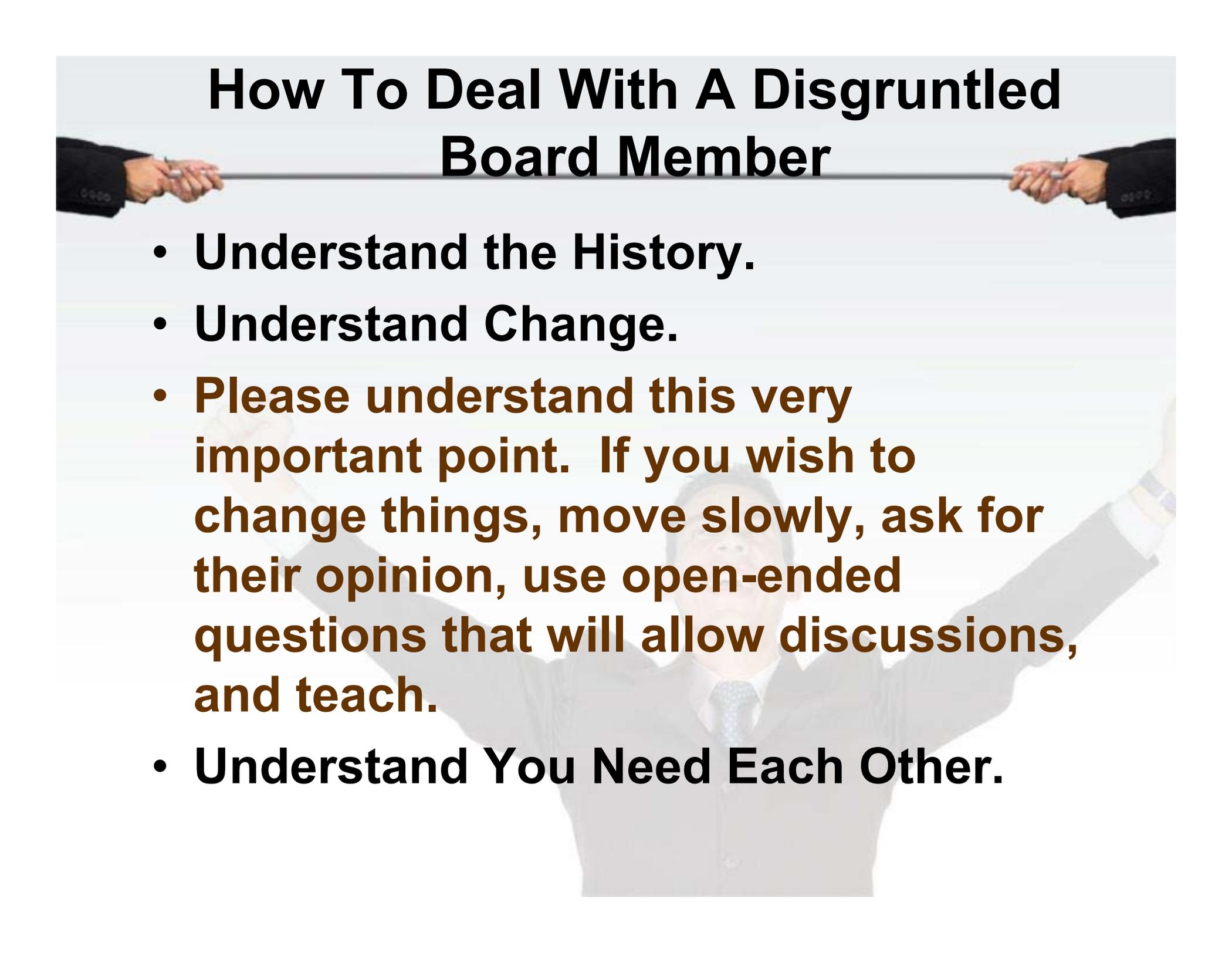
- **In some cases, these members have served as board members for 20-40 years, having a mindset, “I was here before you came and I will be here after you leave!”**
- **How do situations like this get so out of control?**

# How To Deal With A Disgruntled Board Member

The background of the slide features a light blue gradient. At the top, two hands in dark suits are shaking. In the center, a man in a dark suit and tie has his arms raised in a gesture of triumph or celebration. The text is overlaid on this background.

- **Most board members have been voted in by popular vote of the membership and some have remained on the board for extended periods of time and perhaps beyond their usefulness.**
- **Some churches are at a disadvantage due to not having enough members to adequately choose from, others assume that business behind closed doors are going well.**

# How To Deal With A Disgruntled Board Member



- **Understand the History.**
- **Understand Change.**
- **Please understand this very important point. If you wish to change things, move slowly, ask for their opinion, use open-ended questions that will allow discussions, and teach.**
- **Understand You Need Each Other.**

# How To Deal With A Disgruntled Board Member



- **Understand Teaching Opportunities.**
- **Understanding Different Levels.**

**Steps to follow in dealing with a disgruntled board member:**

- **Pray**
  - **Attitude: Don't allow negative thoughts or talk effect your emotions.**
- 

# How To Deal With A Disgruntled Board Member



- **Have your Board Members pray for you and a vision for the church.**
- **Lead: Conduct your meeting in a business and Christian like manner.**
- **Teach: The board should not be run as a democracy.**
- **The decisions and direction for the church should always be measured by the Bible.**
- **Monitor**

# How To Deal With A Disgruntled Board Member



- **Share**
- **Instruct roles: Board members may be elected to their position but are not the representatives of church members to carry out their complaints and gripes.**
- **The board has a function and that is to work equally with the pastor and the pastor being the head.**

# How To Deal With A Disgruntled Board Member



- **Listen:** Many pastors do not do a great job in listening because we are so busy telling.
- **Friend:** It is good for any pastor to have a friend on the board. This is probably not an actual friend but someone who loves and respects the role of the pastor.
- **Don't Internalize/Take things personal.**

# How To Deal With A Disgruntled Board Member



- Remember, we don't wrestle with flesh and blood! (Ephesians 6:12)  
Focus on the spirit rather than perceiving them as personal attacks.
- **Confront:** Look at Matthew 18. Have your facts together and do this in love.
- **Pick your battles**
- **Find Agreement**

# How To Deal With A Disgruntled Board Member



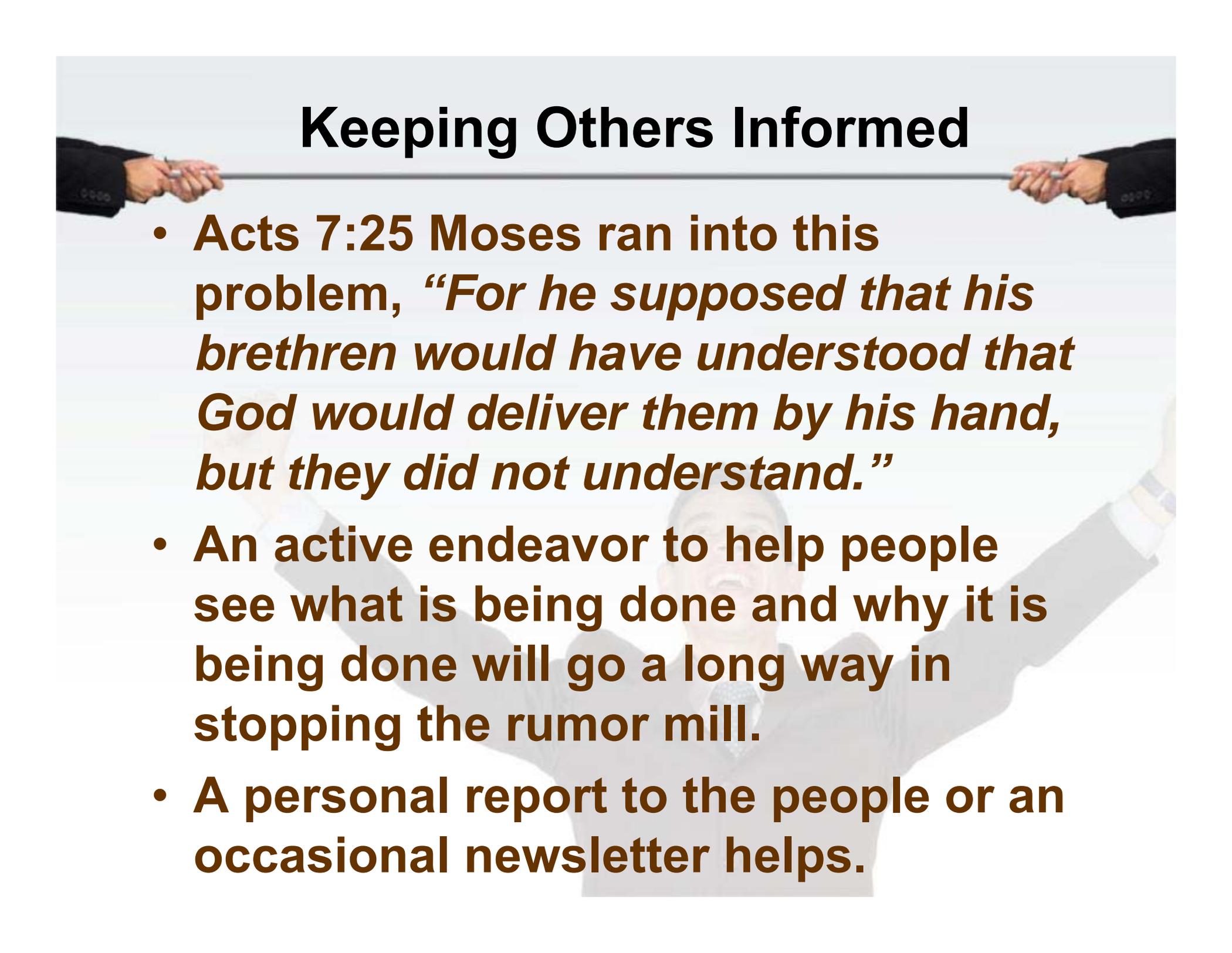
- **Willing: Be willing to admit when you might be wrong and know your limitations.**
- **Compliment**
- **Create a Giving Spirit**
- **Meet**
- **Creative**
- **Extreme issues**
- **Seek counsel**

# How To Deal With A Disgruntled Board Member



- **Seek the help of other ministers or mentors that you trust who may be able to help you in any situation. Please understand that advice and wisdom is welcome, but the final decision is yours.**
- **Please stay true to your calling and following God's direction. He will see you through. Remember, it took a while for the children of Israel to cross over to the promise land.**

# Keeping Others Informed



- **Acts 7:25** Moses ran into this problem, *“For he supposed that his brethren would have understood that God would deliver them by his hand, but they did not understand.”*
- An active endeavor to help people see what is being done and why it is being done will go a long way in stopping the rumor mill.
- A personal report to the people or an occasional newsletter helps.

# **Twelve Common Troublesome Personalities**

## **Why Are They Different**

- 1. They have a tendency to manipulate.**
- 2. They know what they are doing.**
- 3. They keep you off balance and they get their way.**

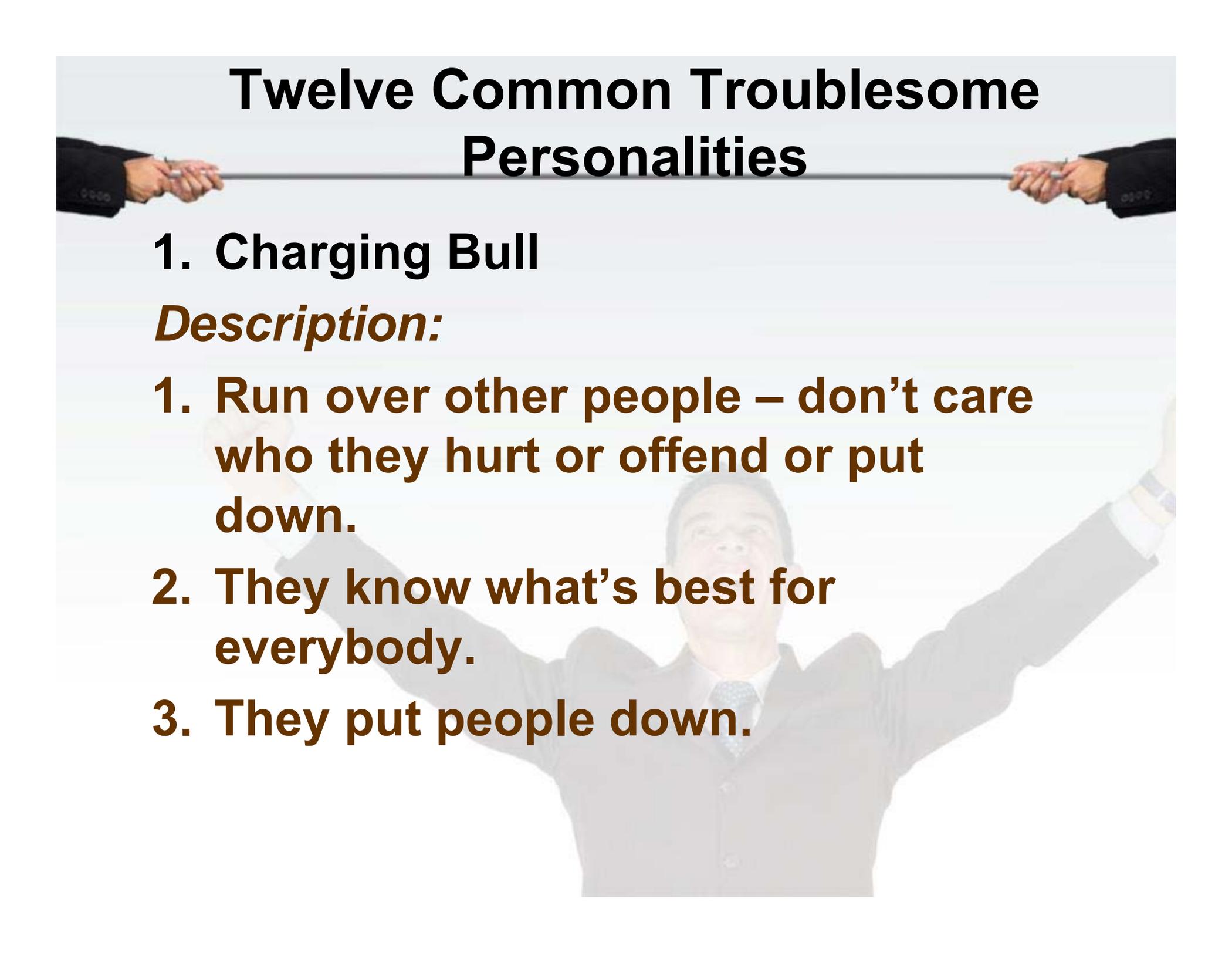
# **Twelve Common Troublesome Personalities**

**Two things you can expect about them**

- 1. You can't change them.**
- 2. You can understand them.**



# Twelve Common Troublesome Personalities

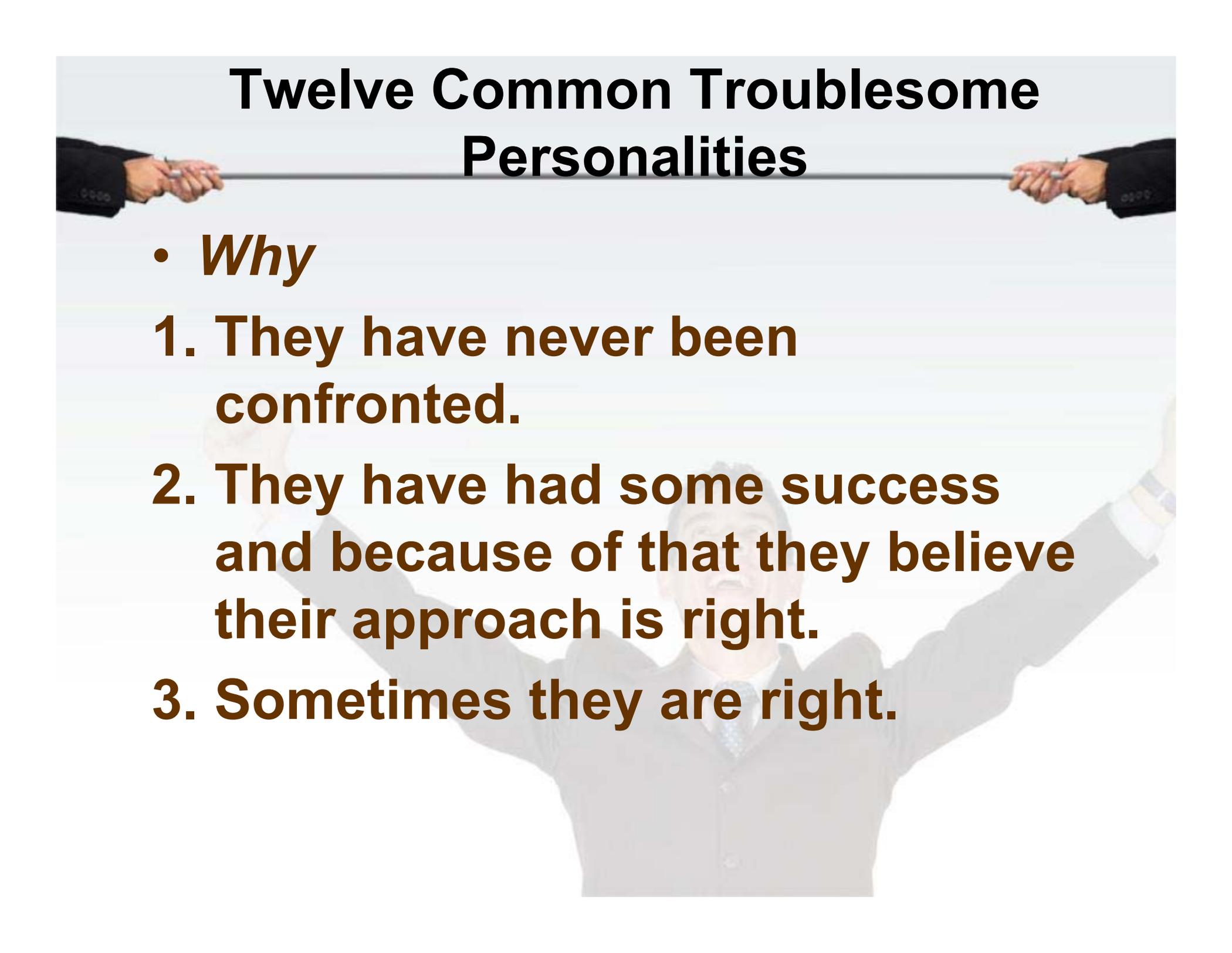


## 1. Charging Bull

### *Description:*

1. Run over other people – don't care who they hurt or offend or put down.
2. They know what's best for everybody.
3. They put people down.

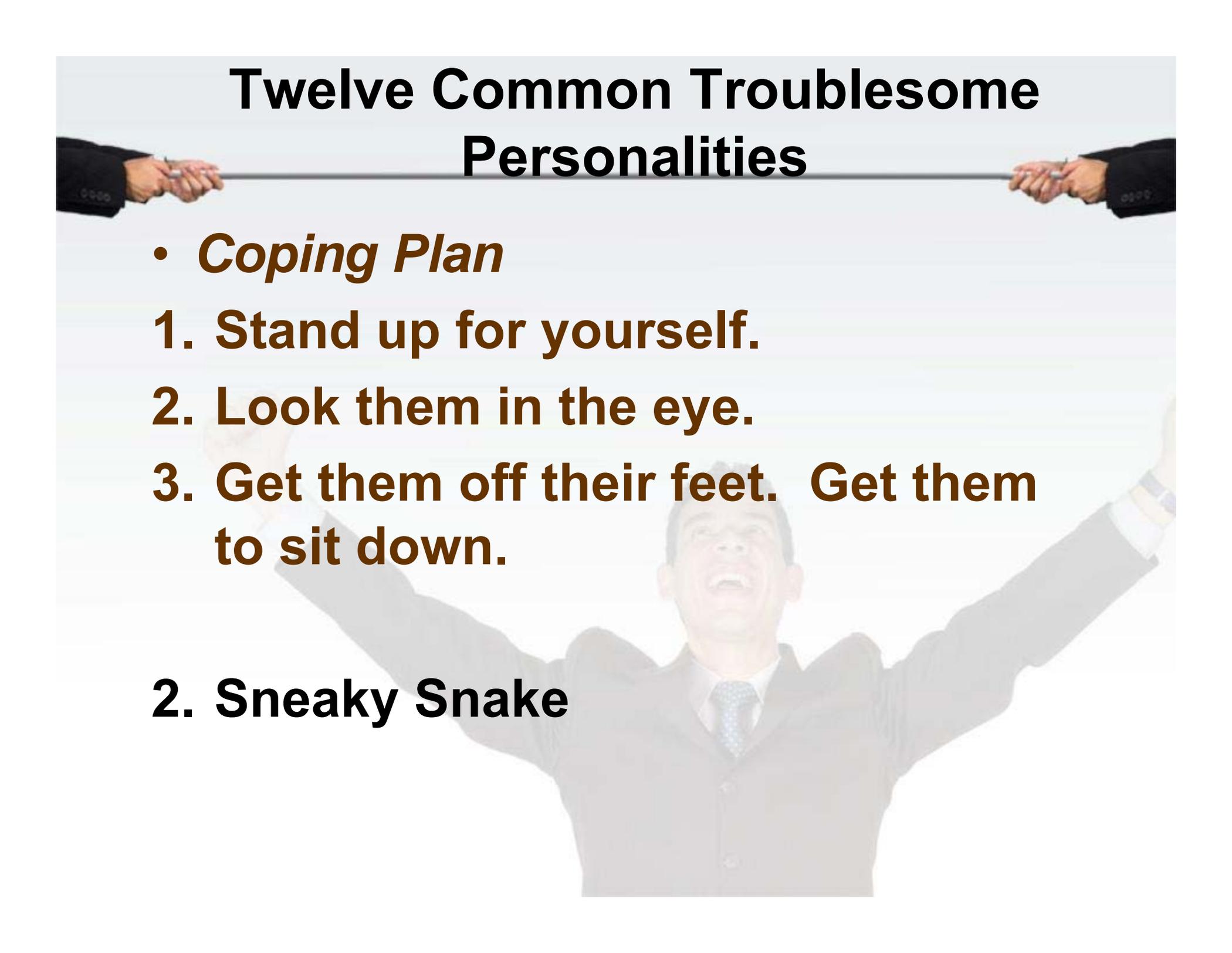
# Twelve Common Troublesome Personalities



- *Why*

1. They have never been confronted.
2. They have had some success and because of that they believe their approach is right.
3. Sometimes they are right.

# Twelve Common Troublesome Personalities

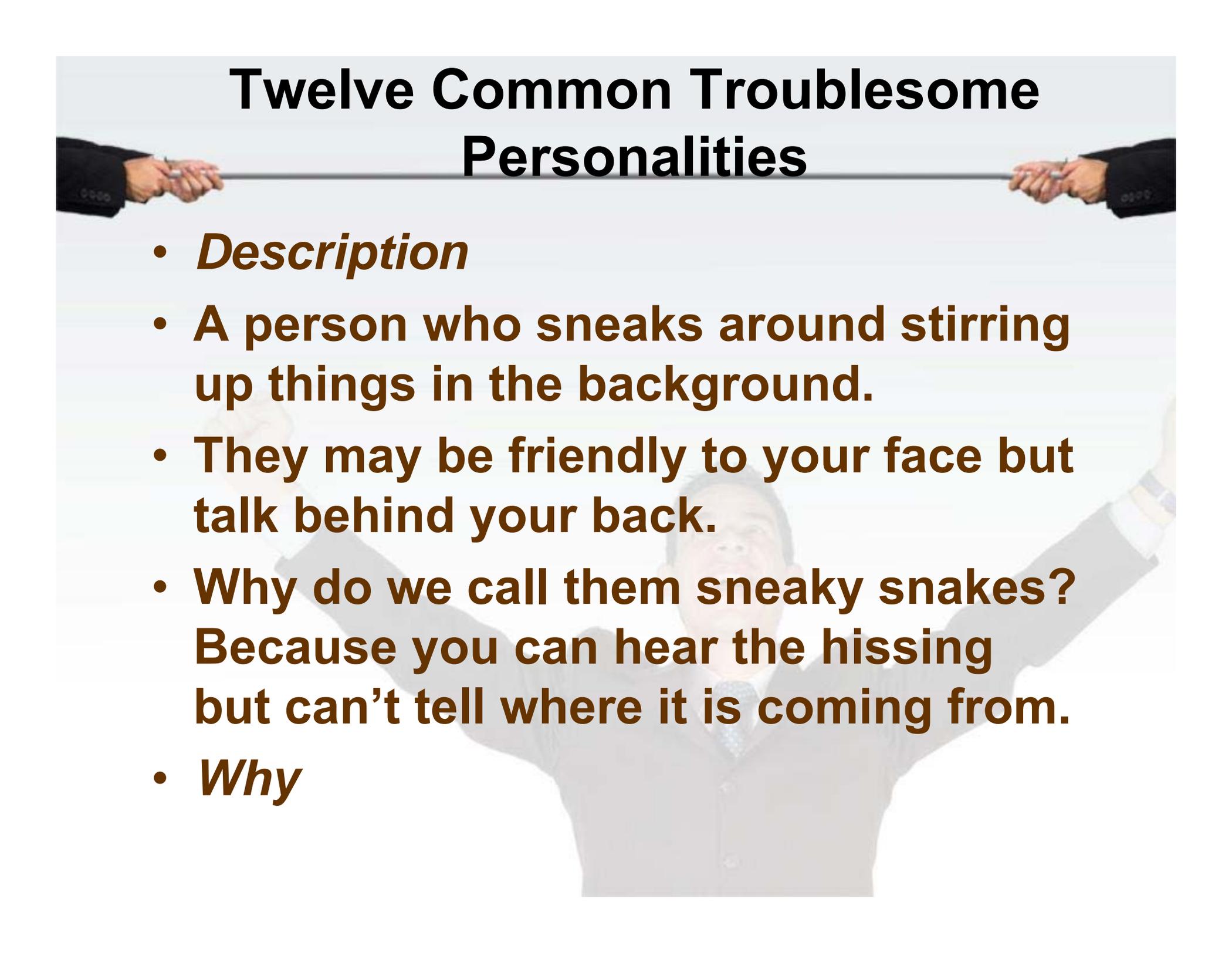


- *Coping Plan*

1. Stand up for yourself.
2. Look them in the eye.
3. Get them off their feet. Get them to sit down.

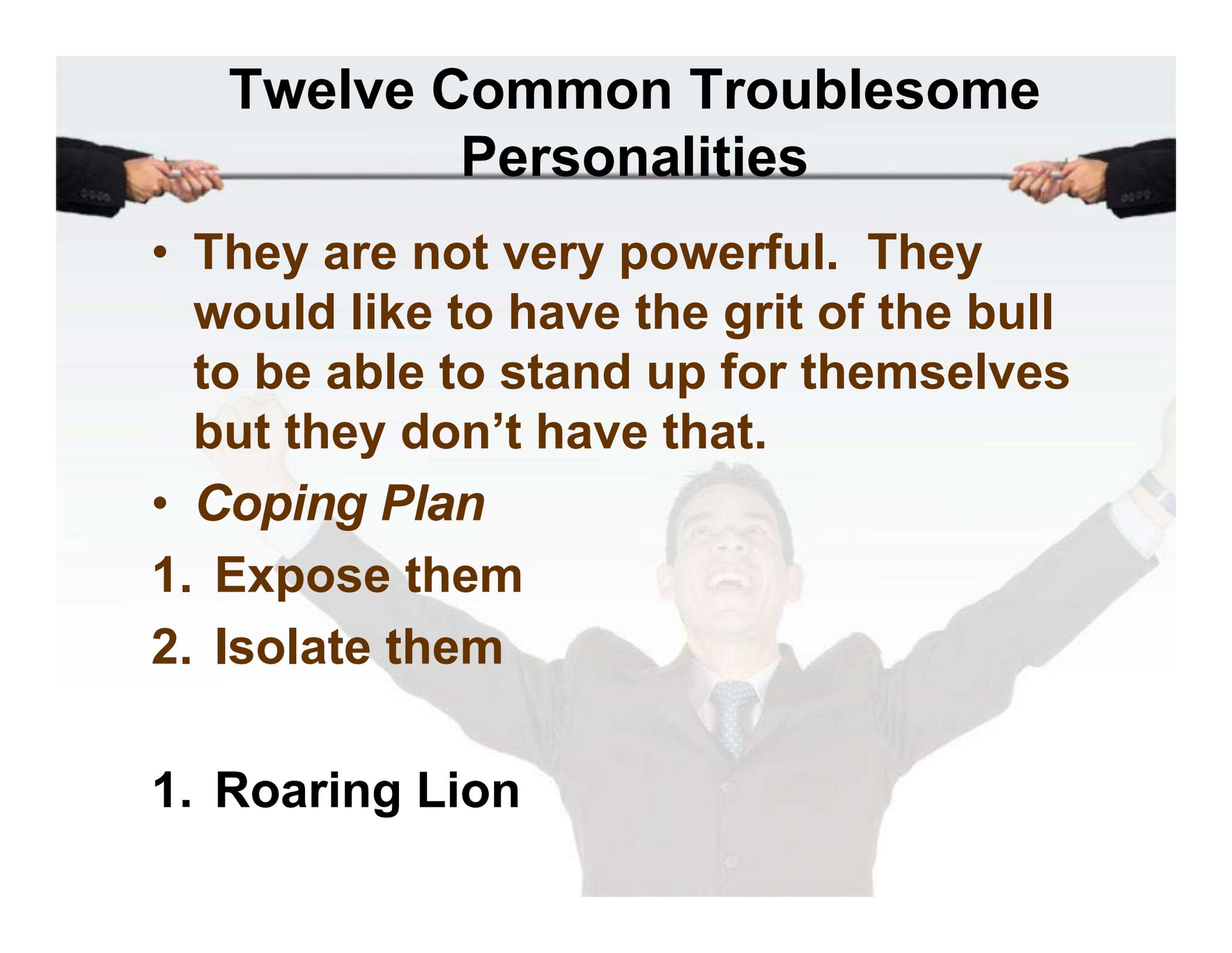
## 2. Sneaky Snake

# Twelve Common Troublesome Personalities



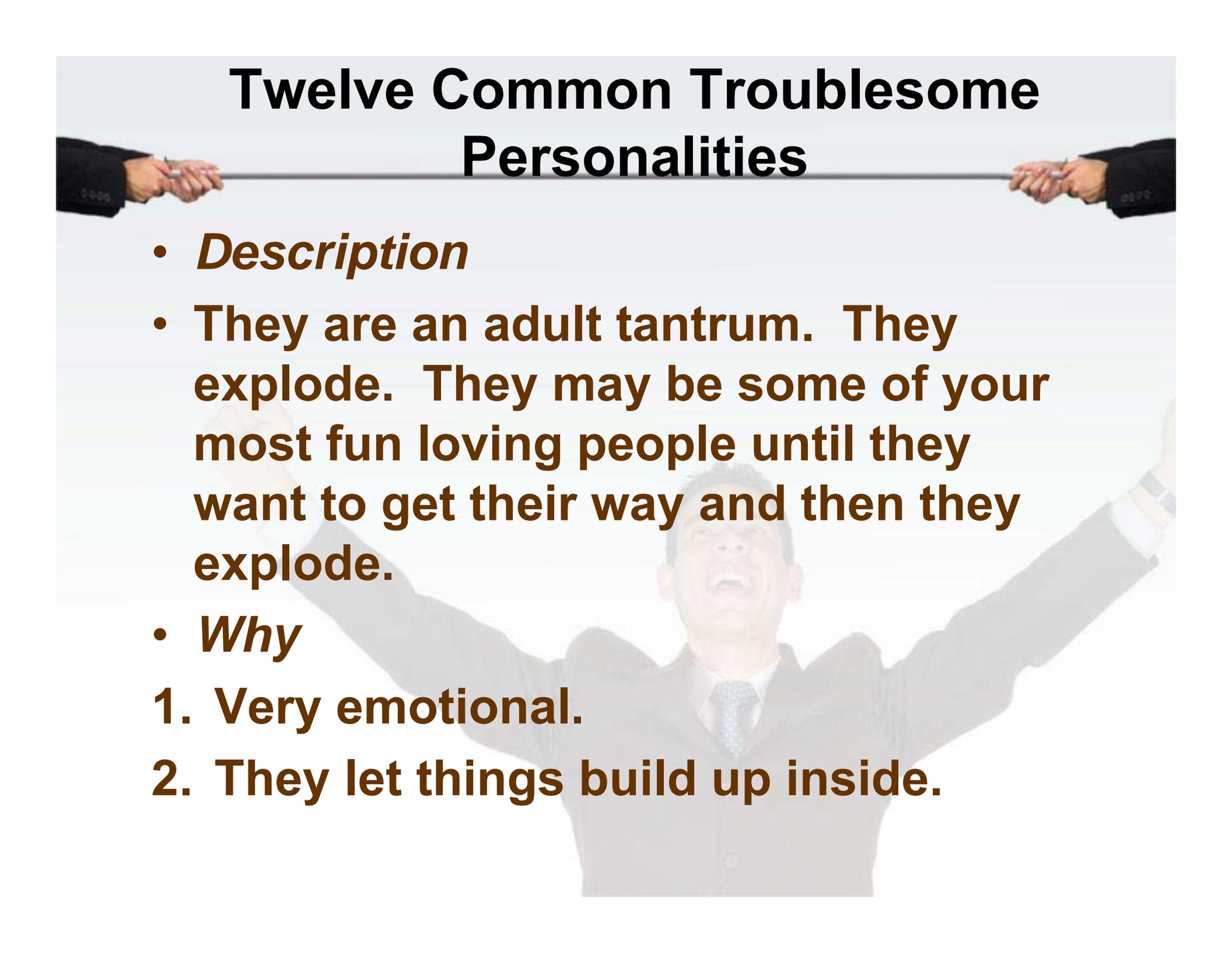
- *Description*
- A person who sneaks around stirring up things in the background.
- They may be friendly to your face but talk behind your back.
- Why do we call them sneaky snakes? Because you can hear the hissing but can't tell where it is coming from.
- *Why*

# Twelve Common Troublesome Personalities



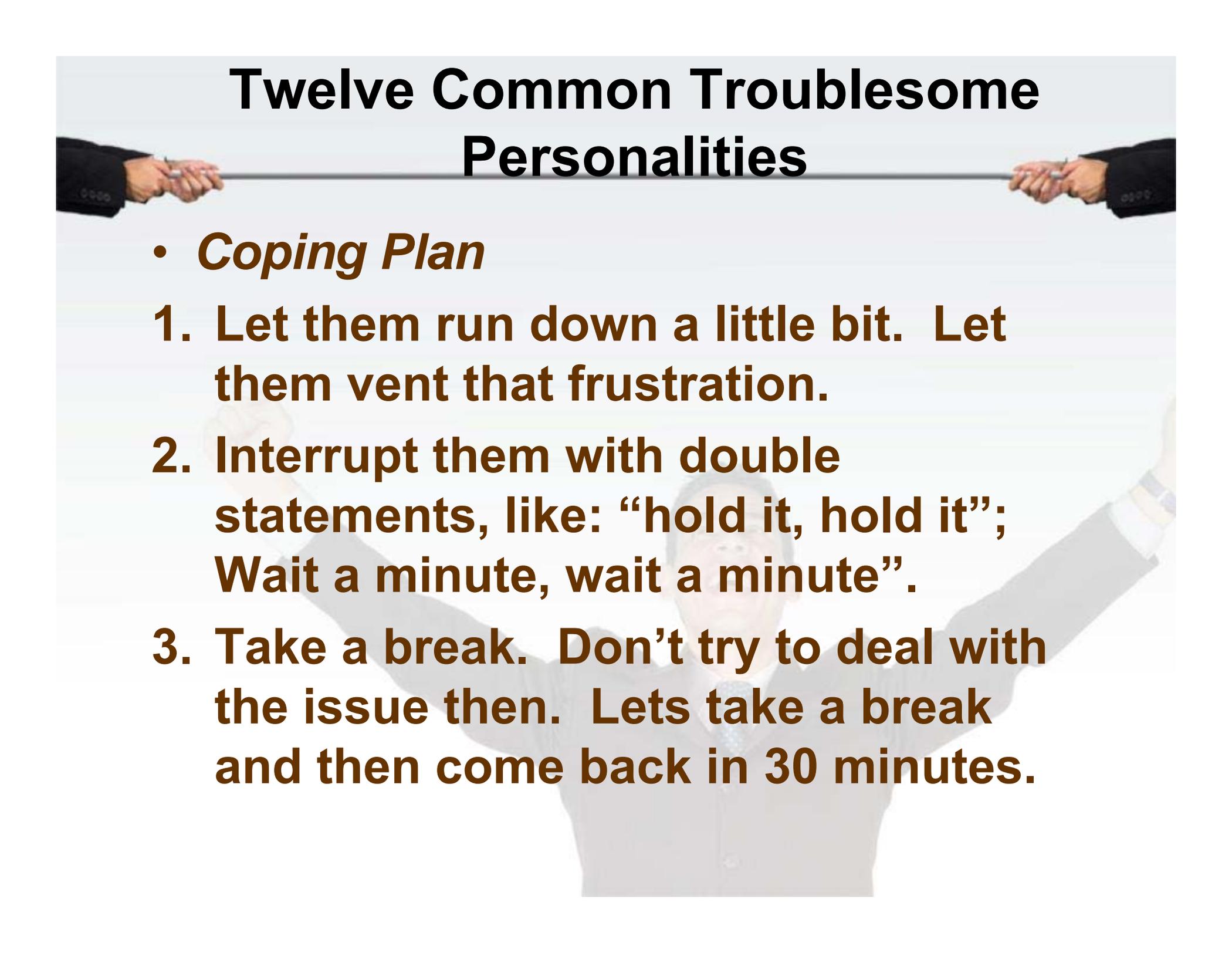
- **They are not very powerful. They would like to have the grit of the bull to be able to stand up for themselves but they don't have that.**
- ***Coping Plan***
  - 1. Expose them**
  - 2. Isolate them**
- 1. Roaring Lion**

# Twelve Common Troublesome Personalities



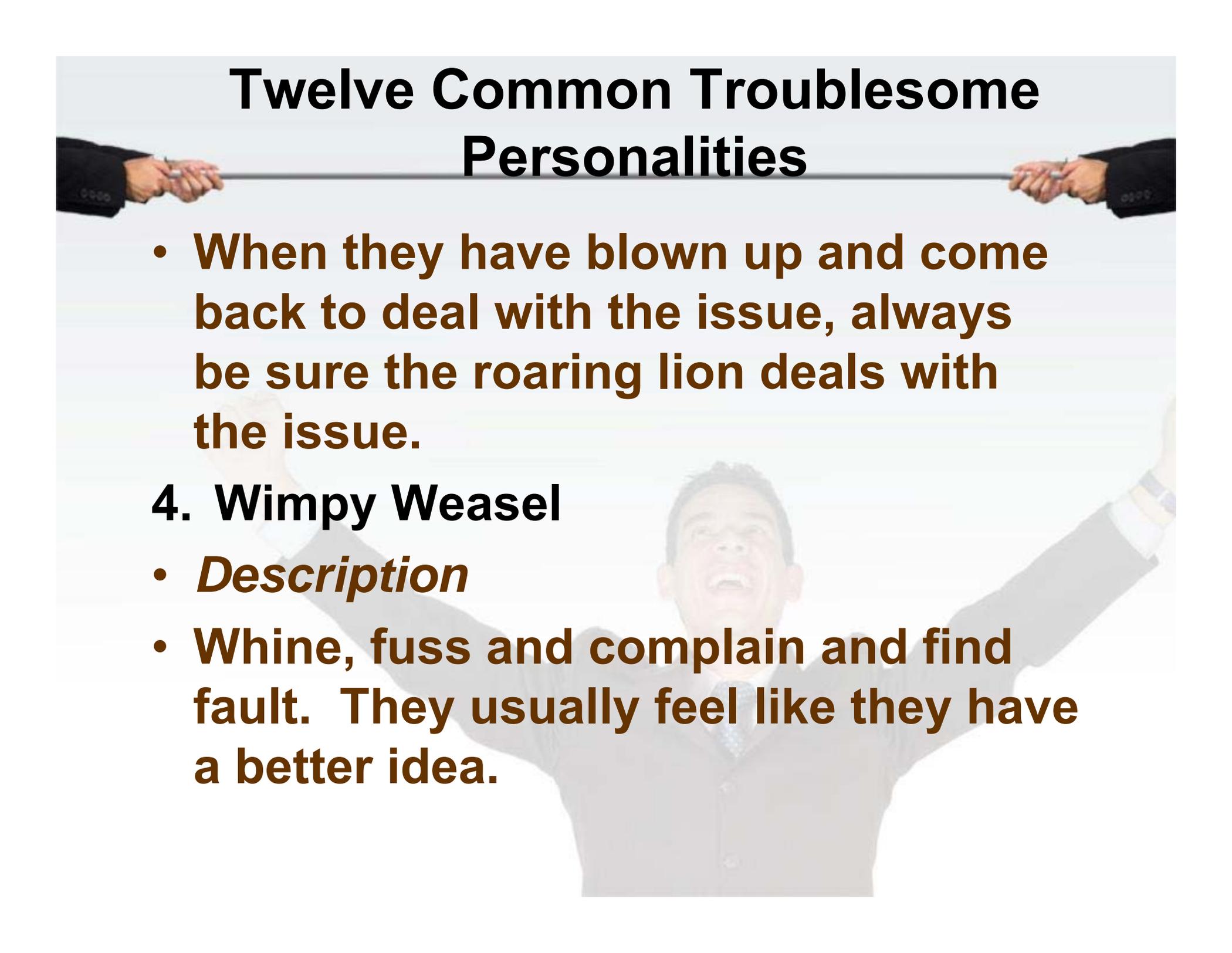
- *Description*
- They are an adult tantrum. They explode. They may be some of your most fun loving people until they want to get their way and then they explode.
- *Why*
  1. Very emotional.
  2. They let things build up inside.

# Twelve Common Troublesome Personalities



- ***Coping Plan***
  1. **Let them run down a little bit. Let them vent that frustration.**
  2. **Interrupt them with double statements, like: “hold it, hold it”; Wait a minute, wait a minute”.**
  3. **Take a break. Don’t try to deal with the issue then. Lets take a break and then come back in 30 minutes.**

# Twelve Common Troublesome Personalities



- When they have blown up and come back to deal with the issue, always be sure the roaring lion deals with the issue.

## 4. Wimpy Weasel

- *Description*
- Whine, fuss and complain and find fault. They usually feel like they have a better idea.

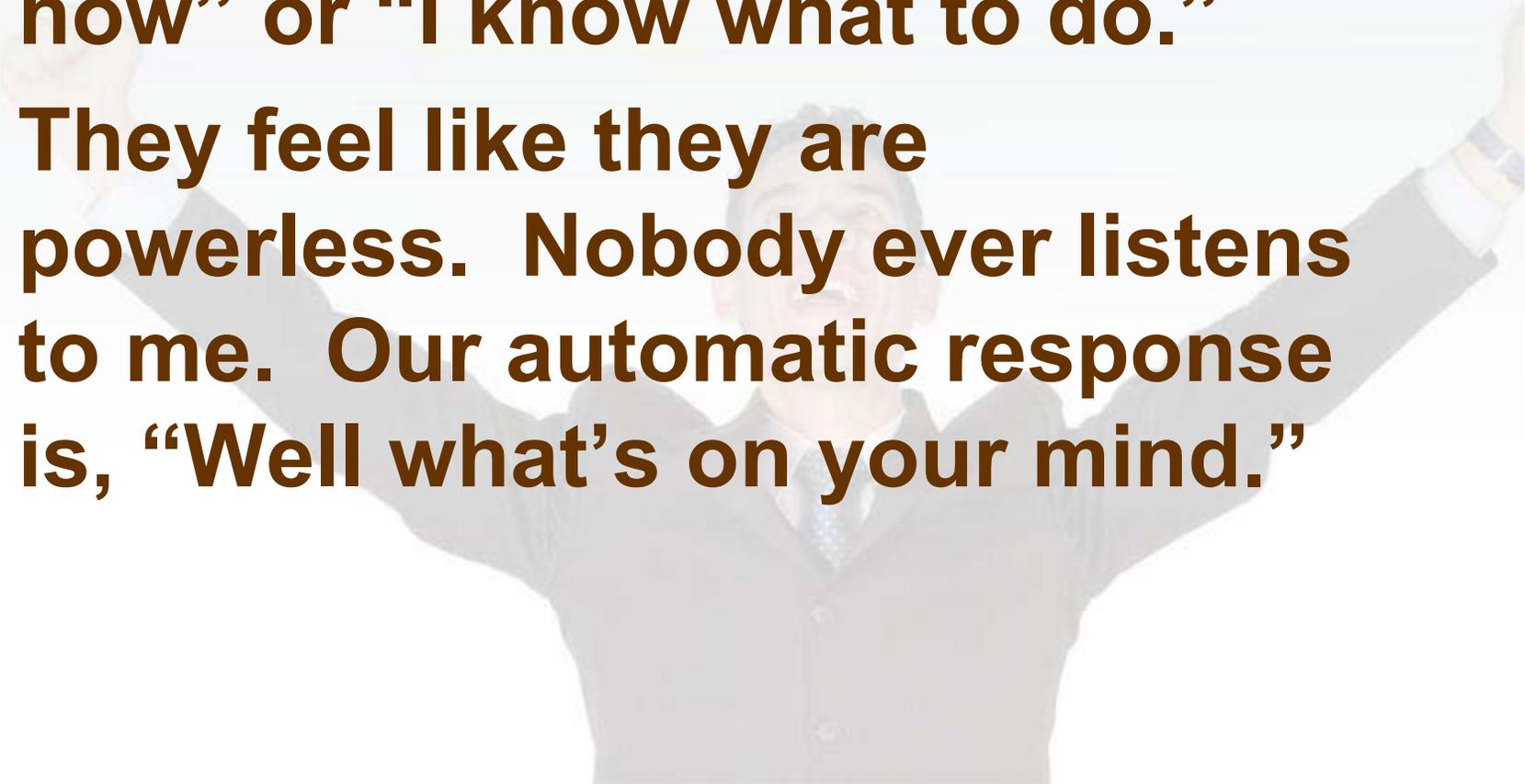
# Twelve Common Troublesome Personalities



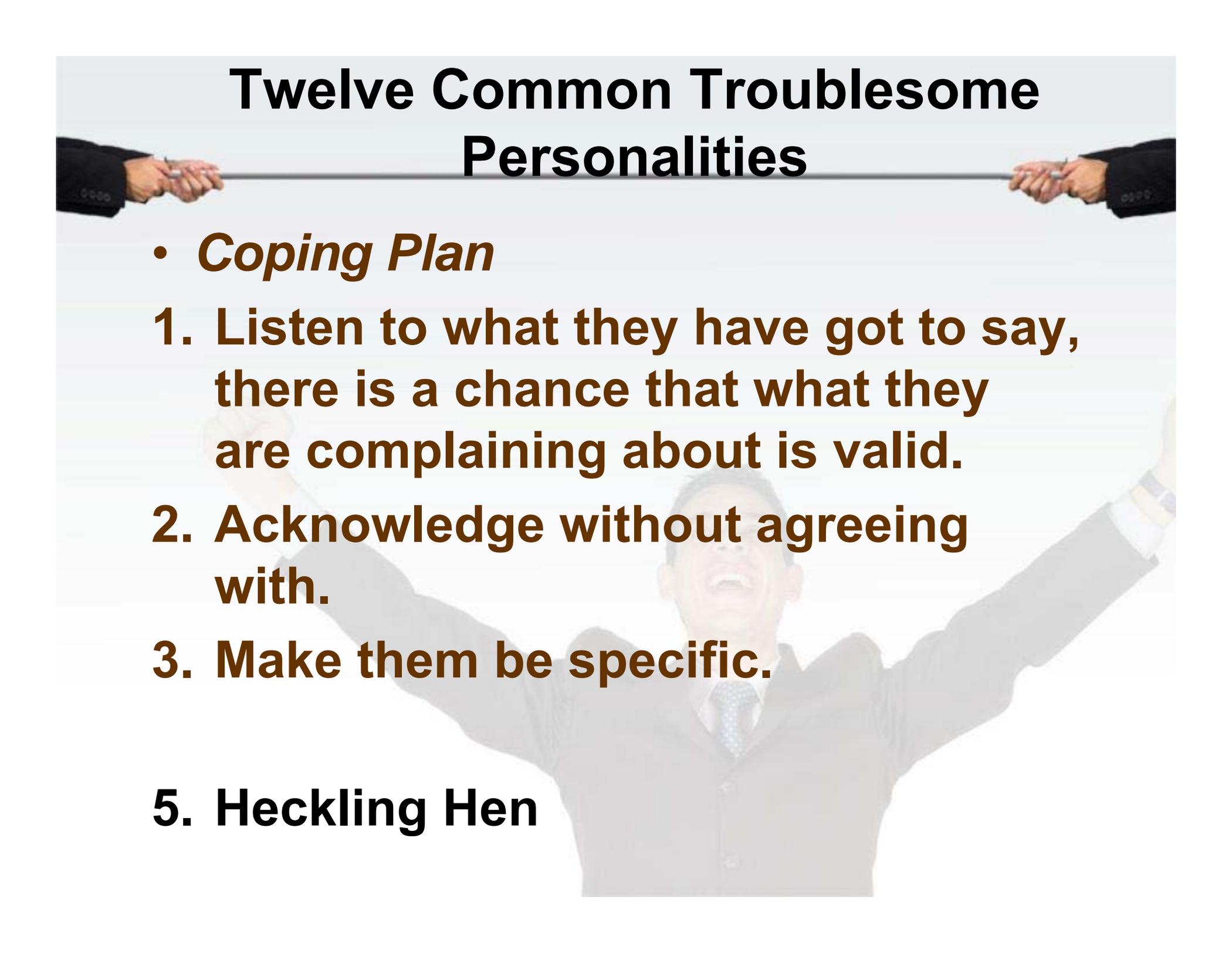
- *Why*

1. They are prescriptive – “I know how” or “I know what to do.”

2. They feel like they are powerless. Nobody ever listens to me. Our automatic response is, “Well what’s on your mind.”



# Twelve Common Troublesome Personalities

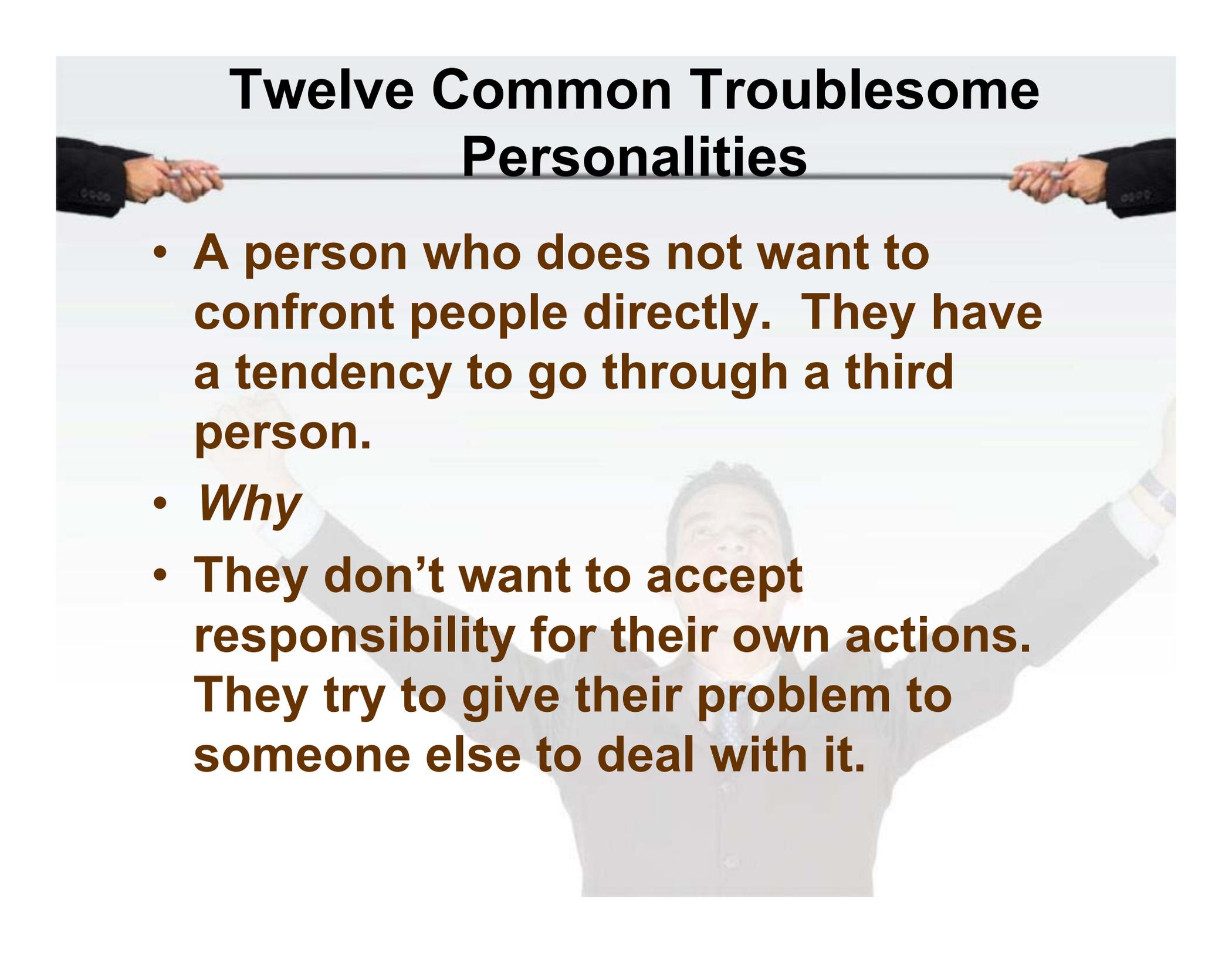


- *Coping Plan*

1. Listen to what they have got to say, there is a chance that what they are complaining about is valid.
2. Acknowledge without agreeing with.
3. Make them be specific.

5. Heckling Hen

# Twelve Common Troublesome Personalities



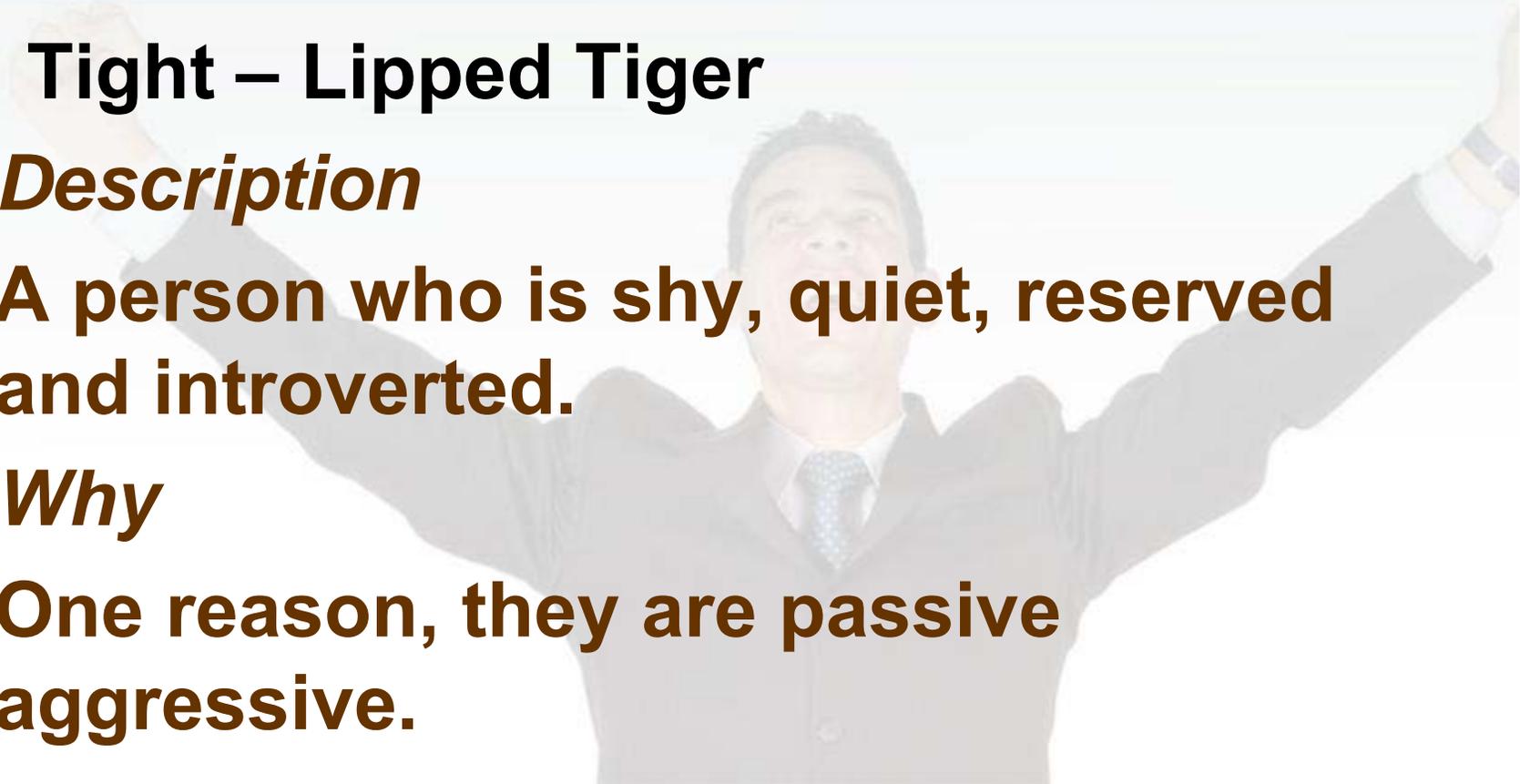
- **A person who does not want to confront people directly. They have a tendency to go through a third person.**
- ***Why***
- **They don't want to accept responsibility for their own actions. They try to give their problem to someone else to deal with it.**

# Twelve Common Troublesome Personalities

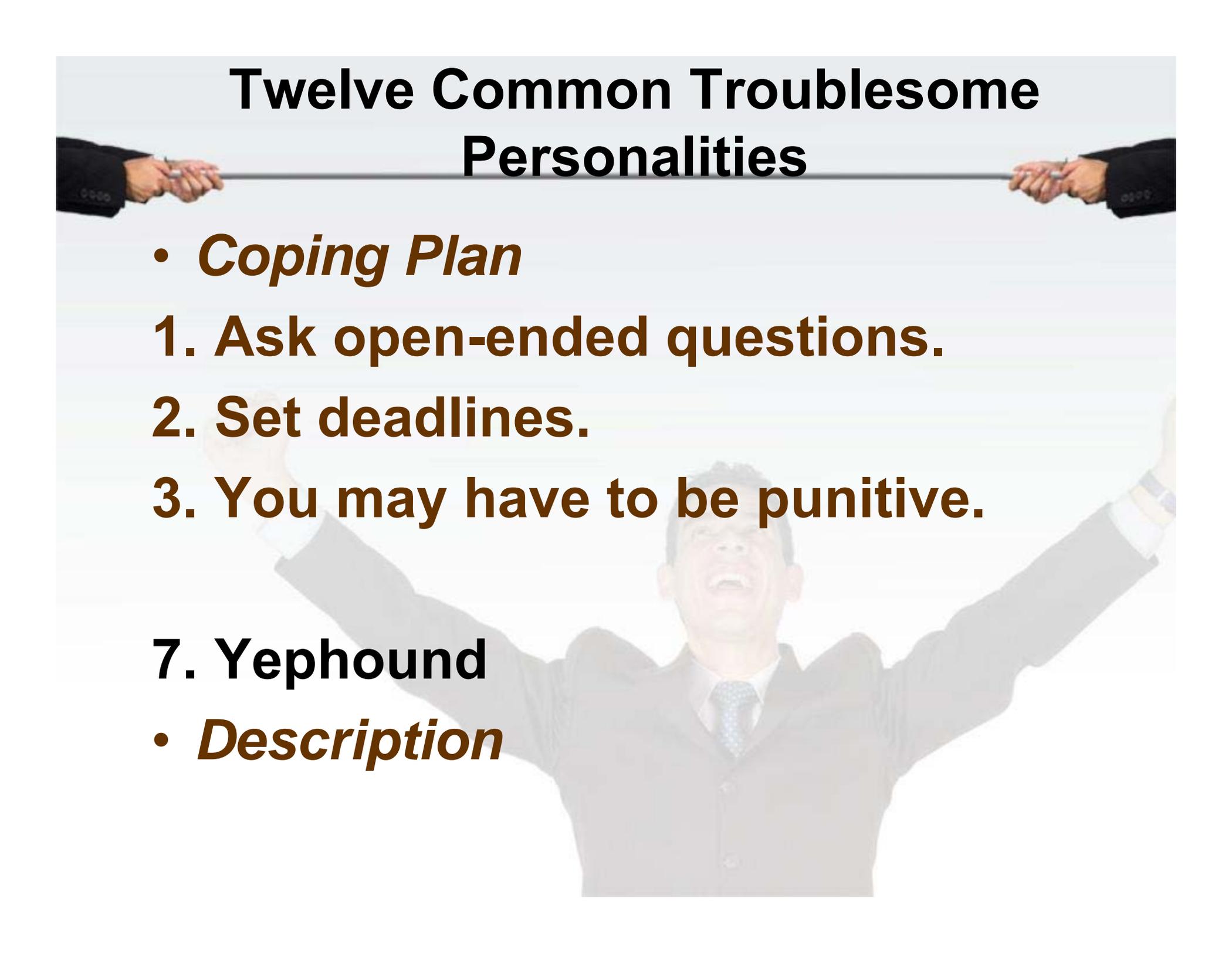


- *Coping Plan*
- **Make them accept responsibility for their own action.**

## 6. Tight – Lipped Tiger

- *Description*
  - **A person who is shy, quiet, reserved and introverted.**
  - *Why*
  - **One reason, they are passive aggressive.**
- 

# Twelve Common Troublesome Personalities



- ***Coping Plan***

1. **Ask open-ended questions.**

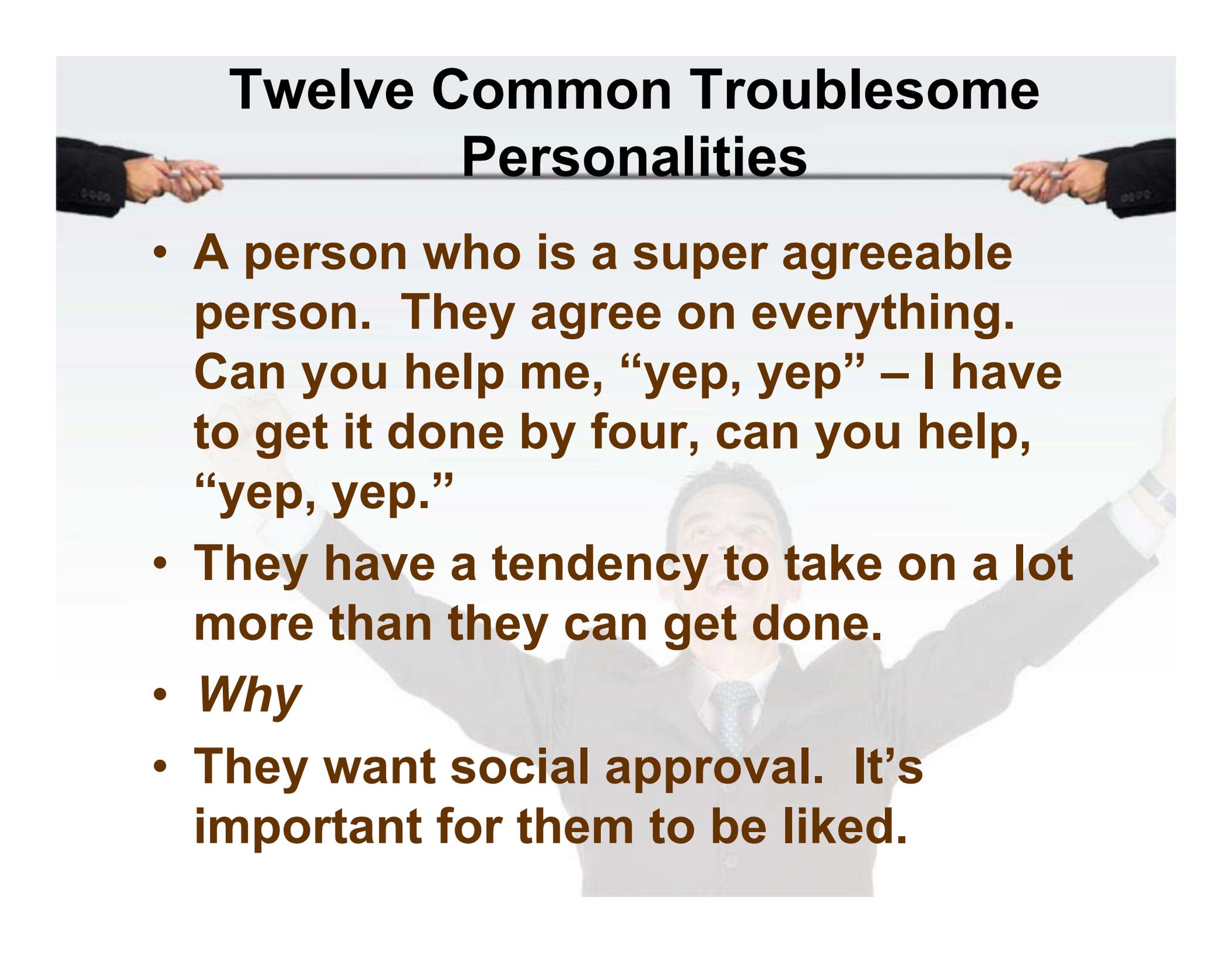
2. **Set deadlines.**

3. **You may have to be punitive.**

7. **Yephound**

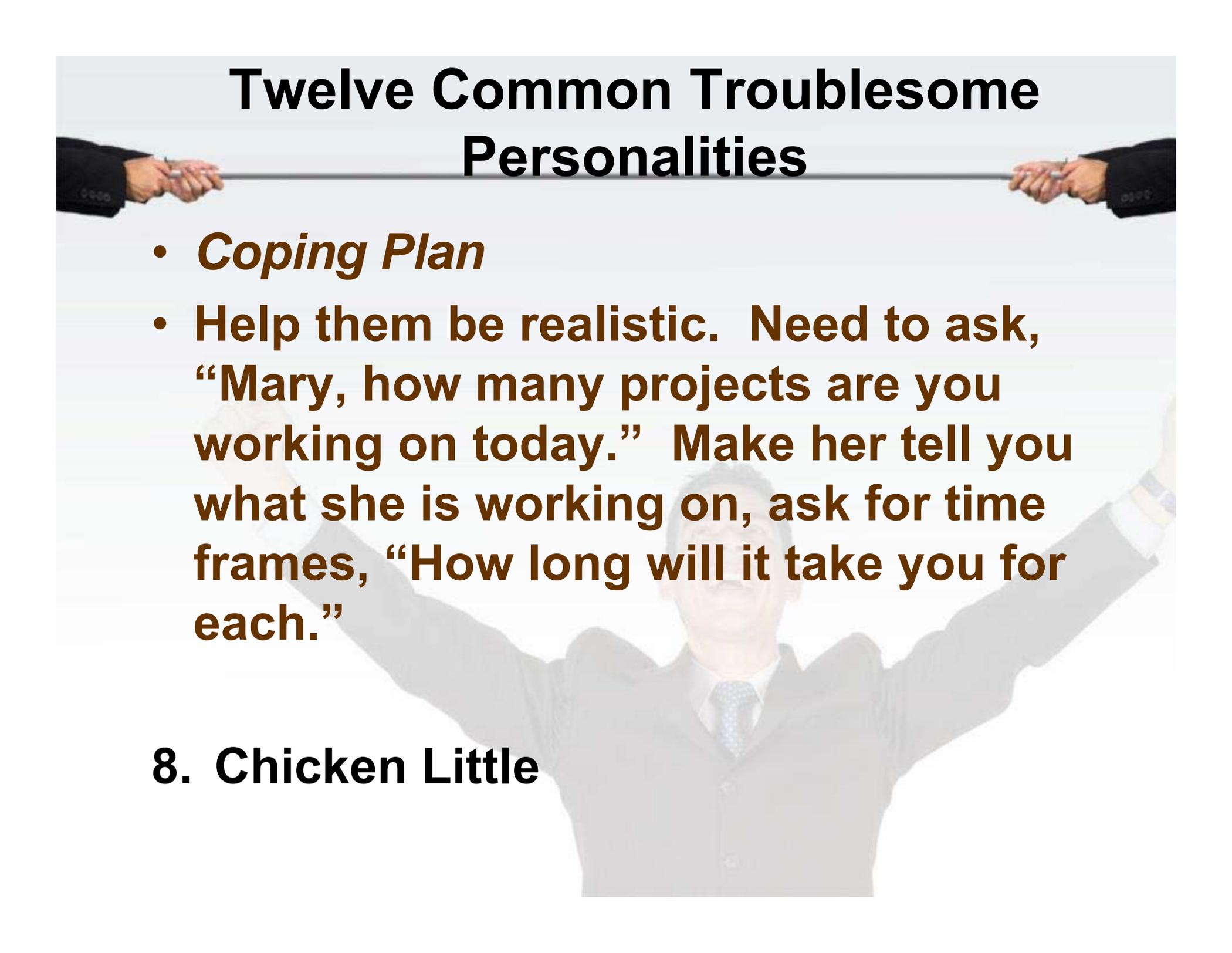
- ***Description***

# Twelve Common Troublesome Personalities



- A person who is a super agreeable person. They agree on everything. Can you help me, “yep, yep” – I have to get it done by four, can you help, “yep, yep.”
- They have a tendency to take on a lot more than they can get done.
- *Why*
- They want social approval. It’s important for them to be liked.

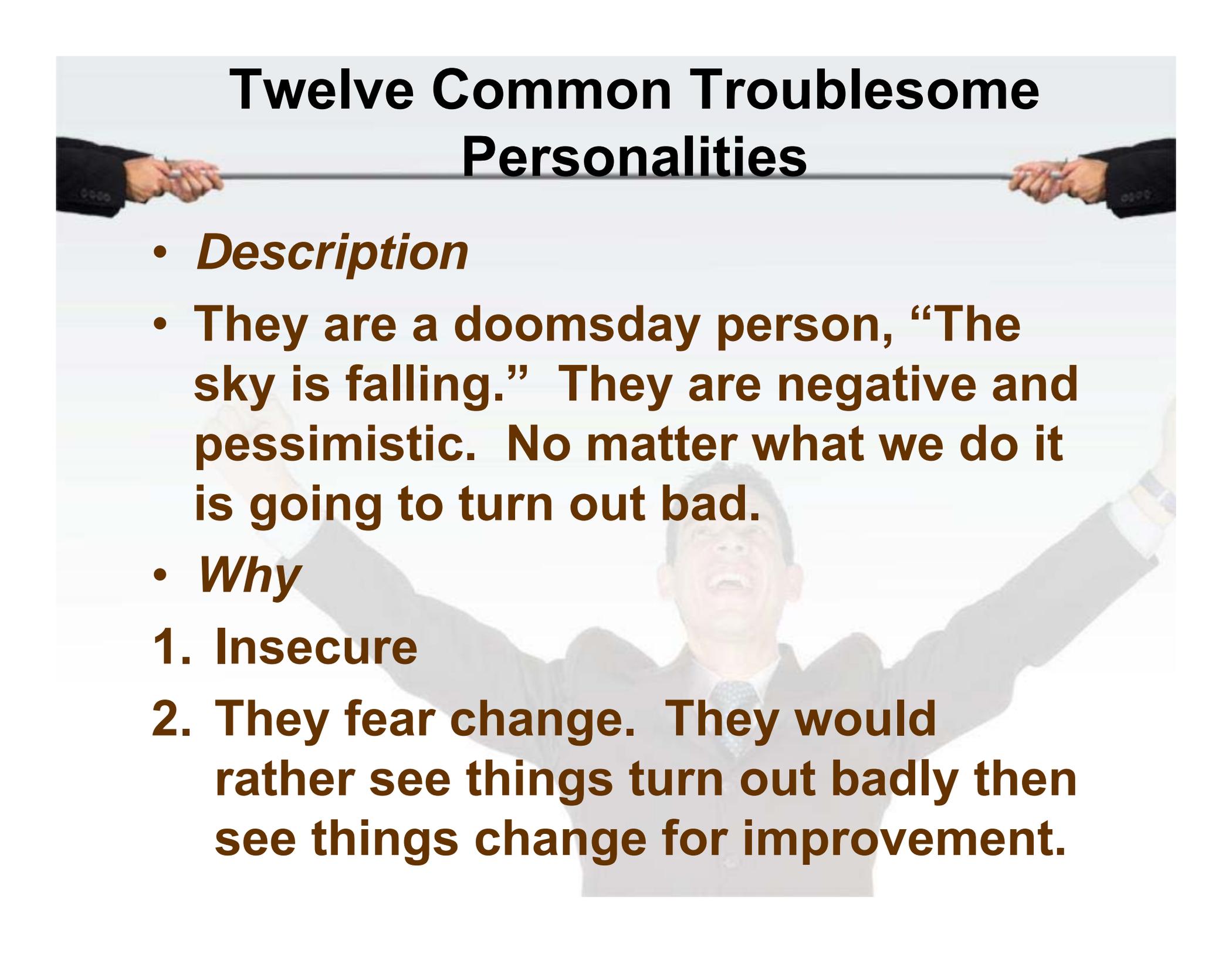
# Twelve Common Troublesome Personalities



- *Coping Plan*
- Help them be realistic. Need to ask, “Mary, how many projects are you working on today.” Make her tell you what she is working on, ask for time frames, “How long will it take you for each.”

## 8. Chicken Little

# Twelve Common Troublesome Personalities



- *Description*
- They are a doomsday person, “The sky is falling.” They are negative and pessimistic. No matter what we do it is going to turn out bad.
- *Why*
  1. Insecure
  2. They fear change. They would rather see things turn out badly than see things change for improvement.

# Twelve Common Troublesome Personalities

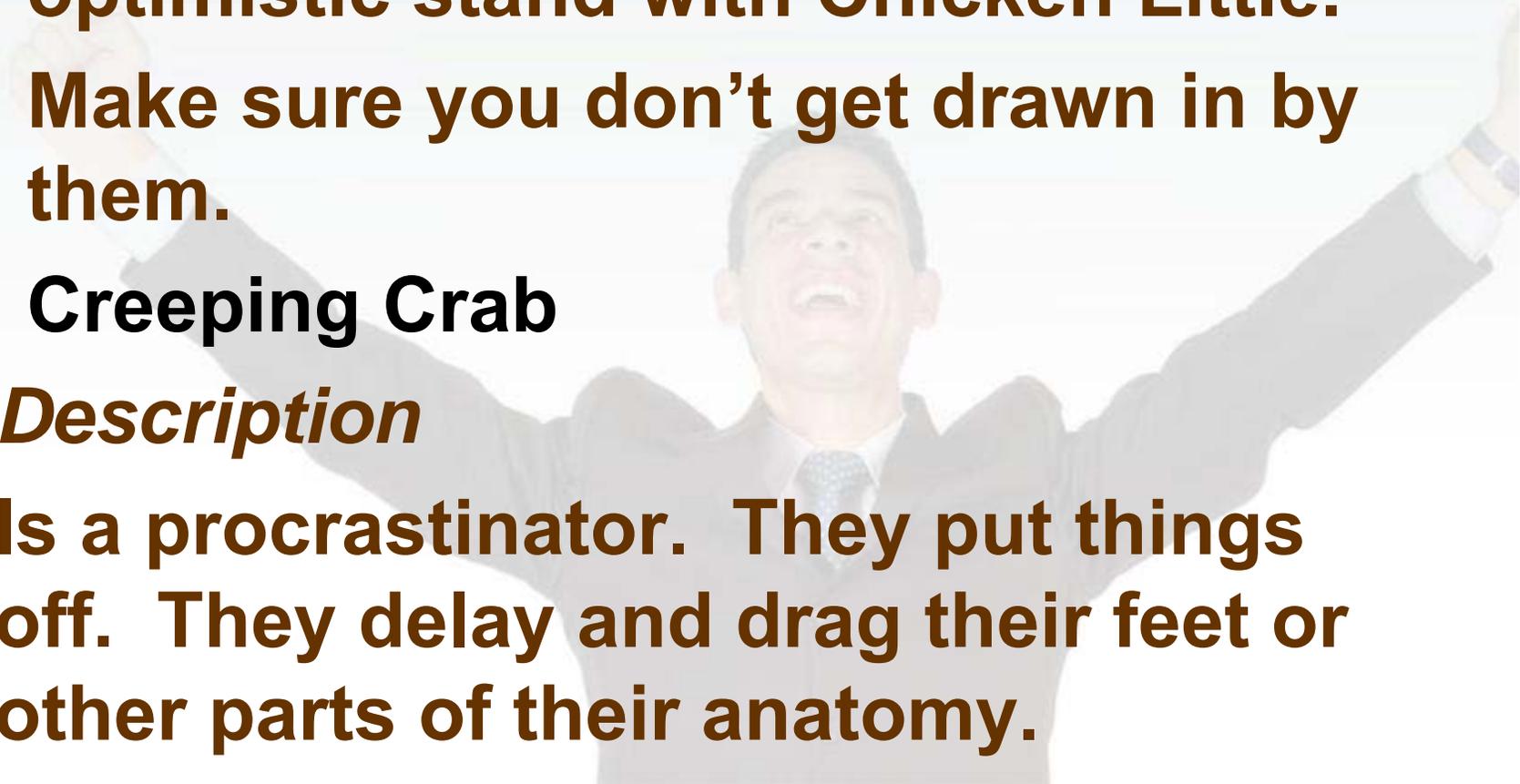


- ***Coping Plan***

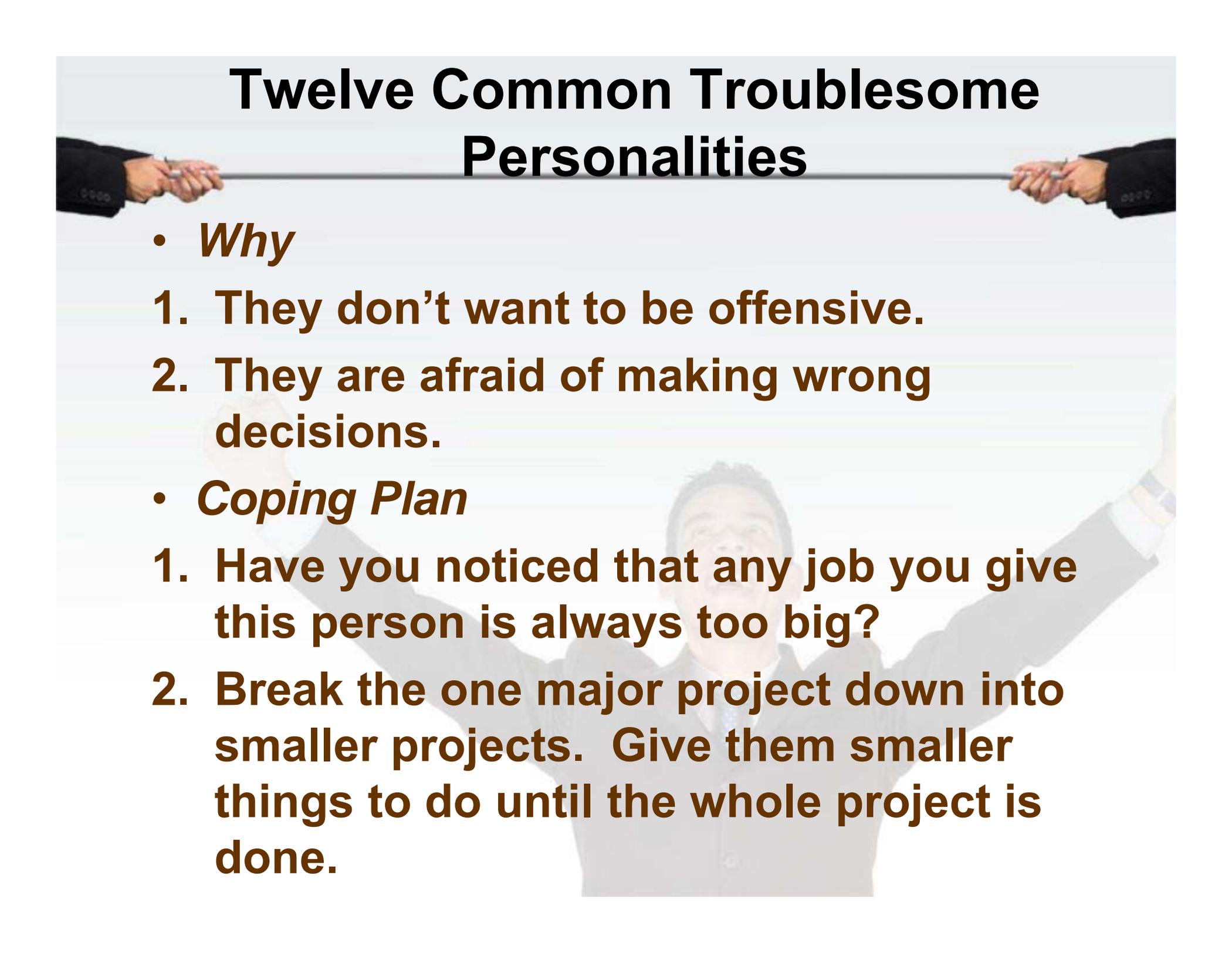
1. You have to take a positive optimistic stand with Chicken Little.
2. Make sure you don't get drawn in by them.

## 9. **Creeping Crab**

- ***Description***

- Is a procrastinator. They put things off. They delay and drag their feet or other parts of their anatomy.
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# Twelve Common Troublesome Personalities



- *Why*

1. They don't want to be offensive.
2. They are afraid of making wrong decisions.

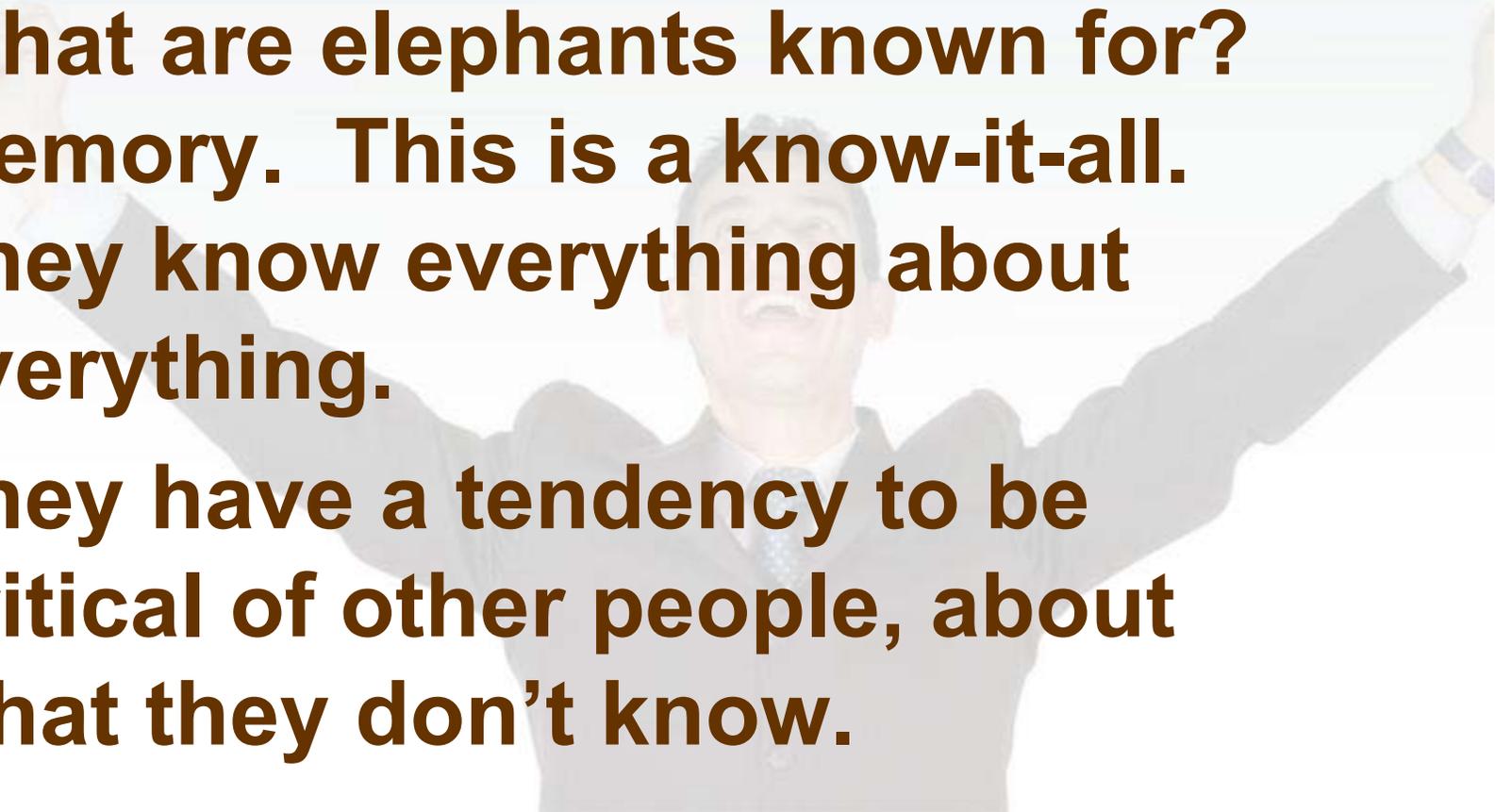
- *Coping Plan*

1. Have you noticed that any job you give this person is always too big?
2. Break the one major project down into smaller projects. Give them smaller things to do until the whole project is done.

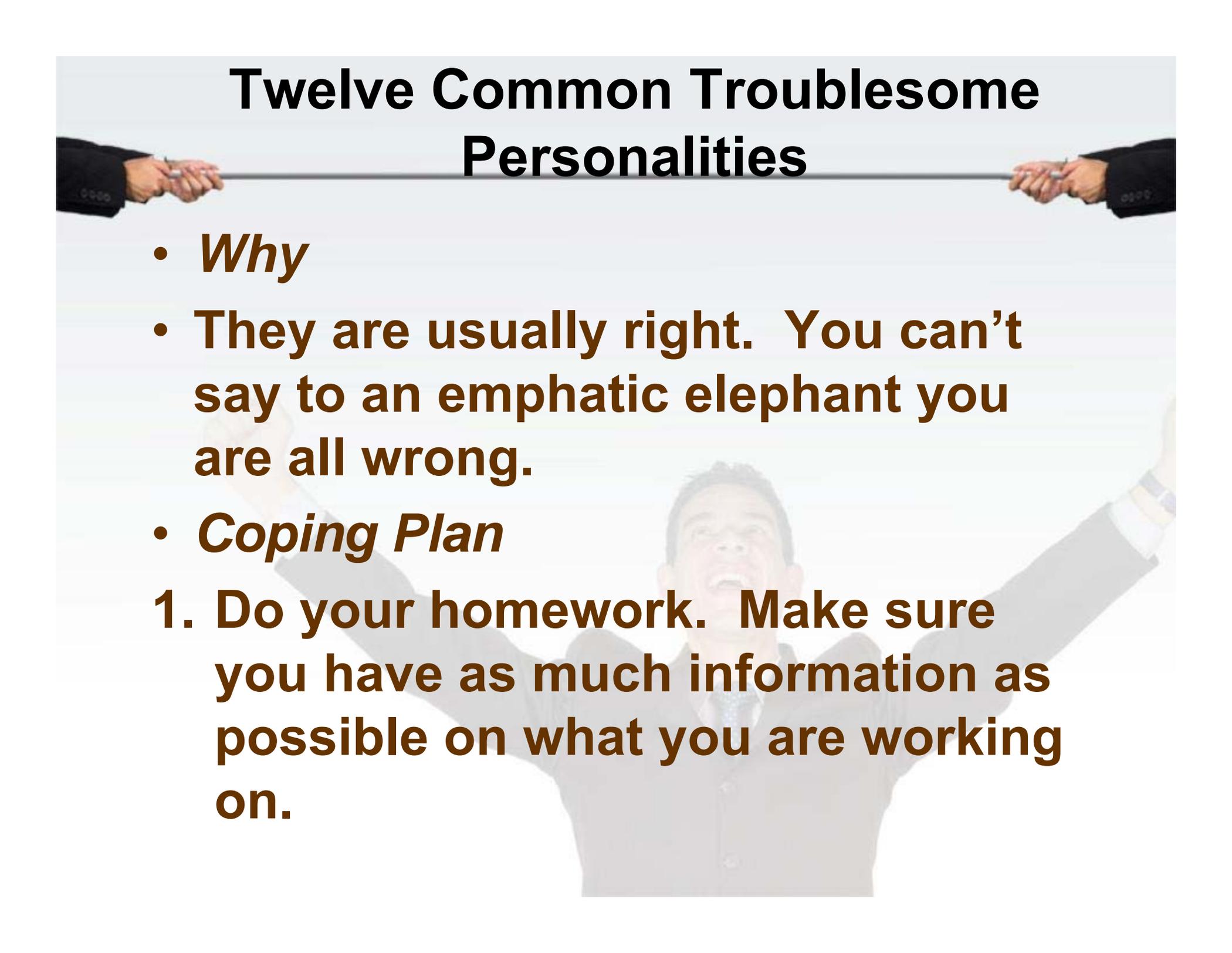
# Twelve Common Troublesome Personalities



## 10. Emphatic Elephant

- *Description*
  - What are elephants known for? **Memory. This is a know-it-all. They know everything about everything.**
  - They have a tendency to be **critical of other people, about what they don't know.**
- 

# Twelve Common Troublesome Personalities



- *Why*
- They are usually right. You can't say to an emphatic elephant you are all wrong.
- *Coping Plan*
  1. Do your homework. Make sure you have as much information as possible on what you are working on.

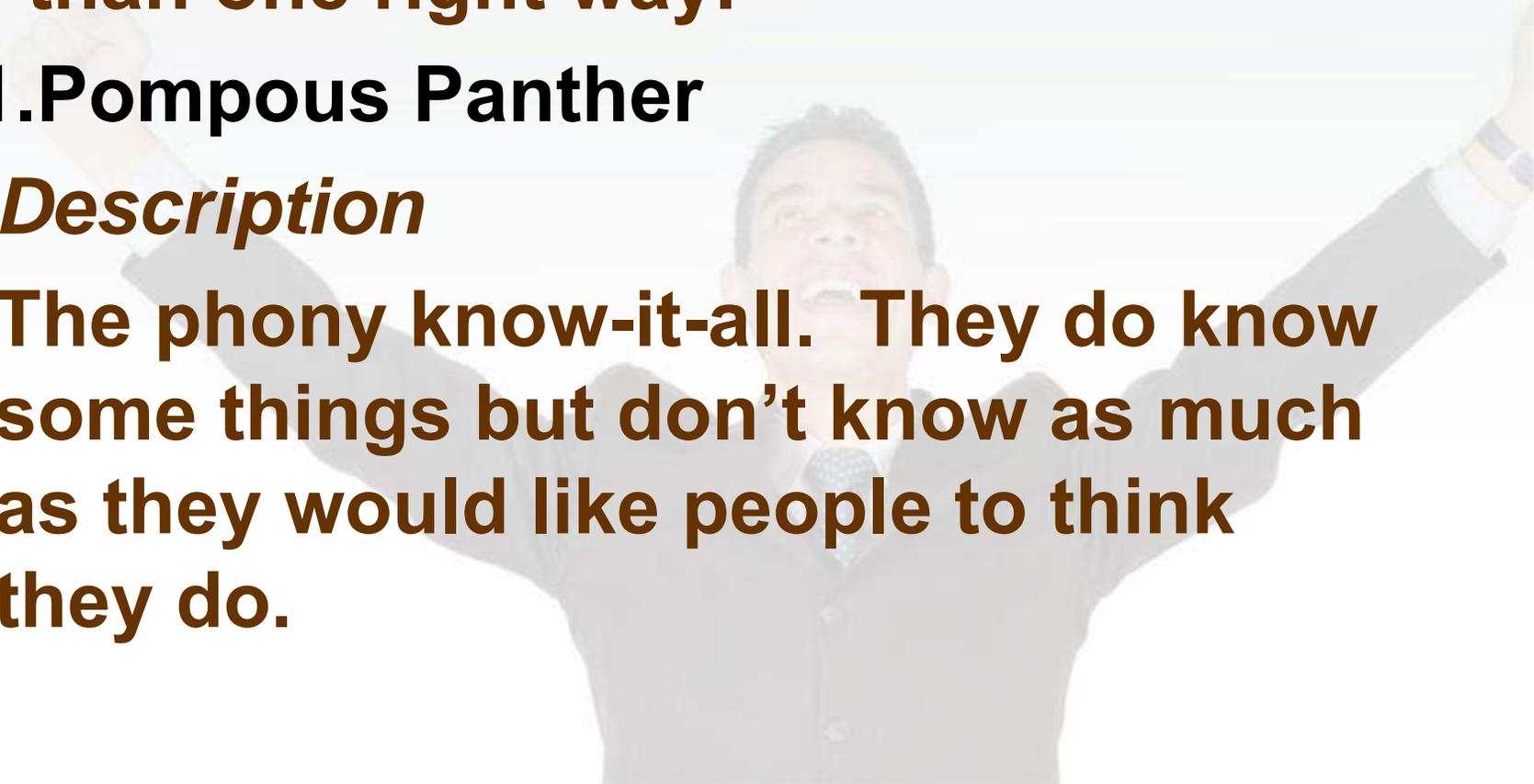
# Twelve Common Troublesome Personalities



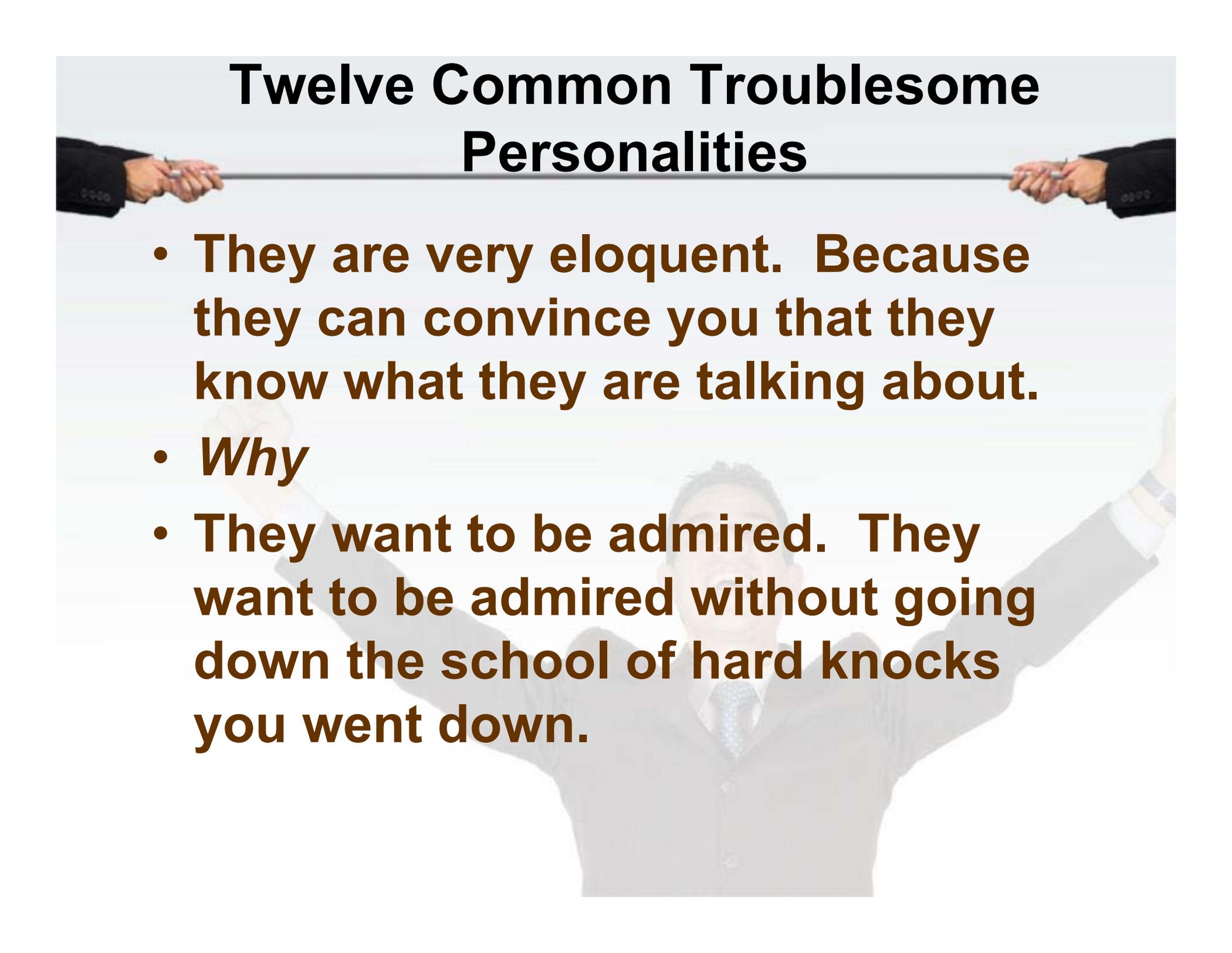
**2. Listen with intensity.**

**3. Help them to see that there is more than one right way.**

## **11. Pompous Panther**

- *Description*
  - **The phony know-it-all. They do know some things but don't know as much as they would like people to think they do.**
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# Twelve Common Troublesome Personalities



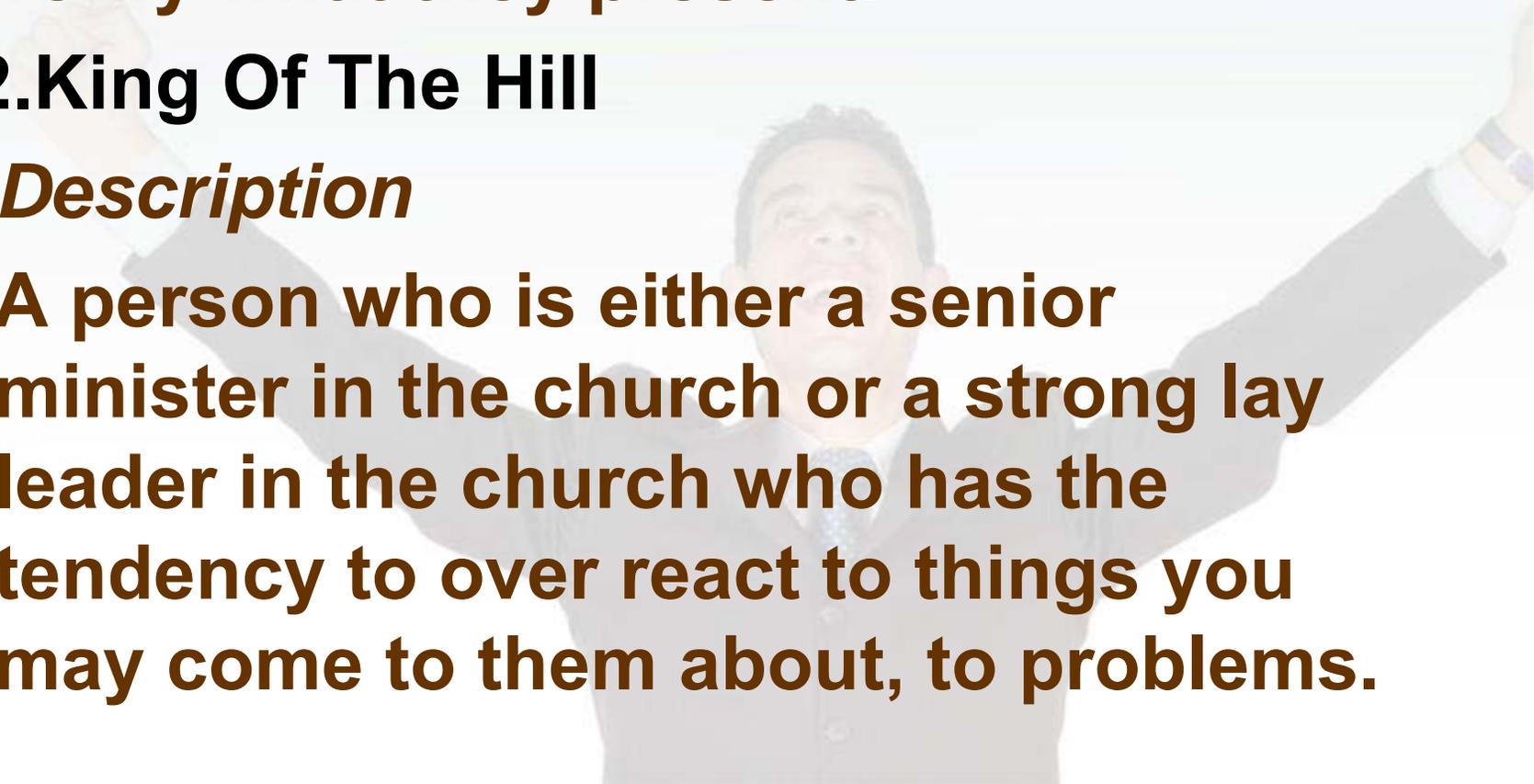
- **They are very eloquent. Because they can convince you that they know what they are talking about.**
- ***Why***
- **They want to be admired. They want to be admired without going down the school of hard knocks you went down.**

# Twelve Common Troublesome Personalities

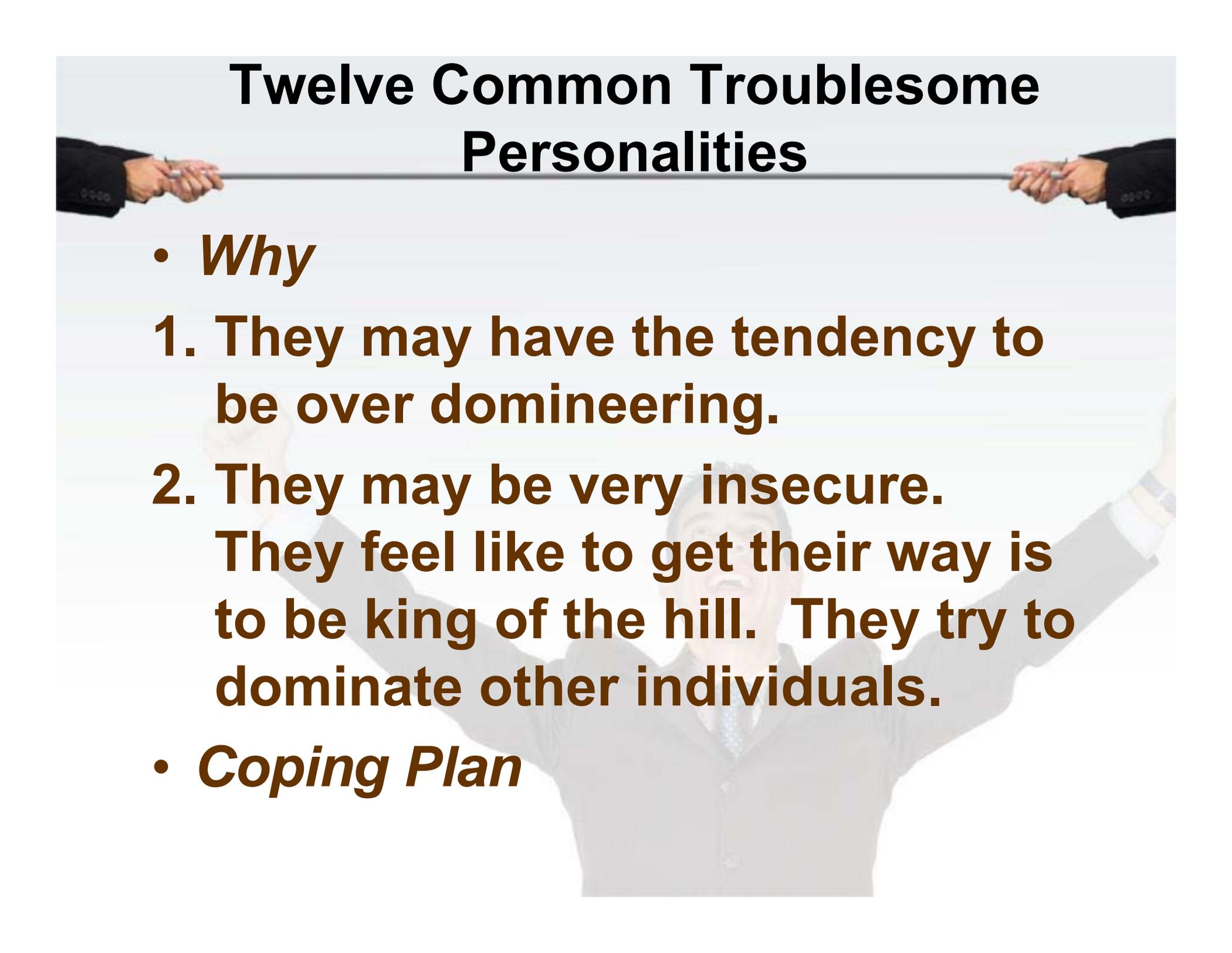


- *Coping Plan*
- Help them be factual. Help them to verify what they present.

## 12. King Of The Hill

- *Description*
  - A person who is either a senior minister in the church or a strong lay leader in the church who has the tendency to over react to things you may come to them about, to problems.
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# Twelve Common Troublesome Personalities



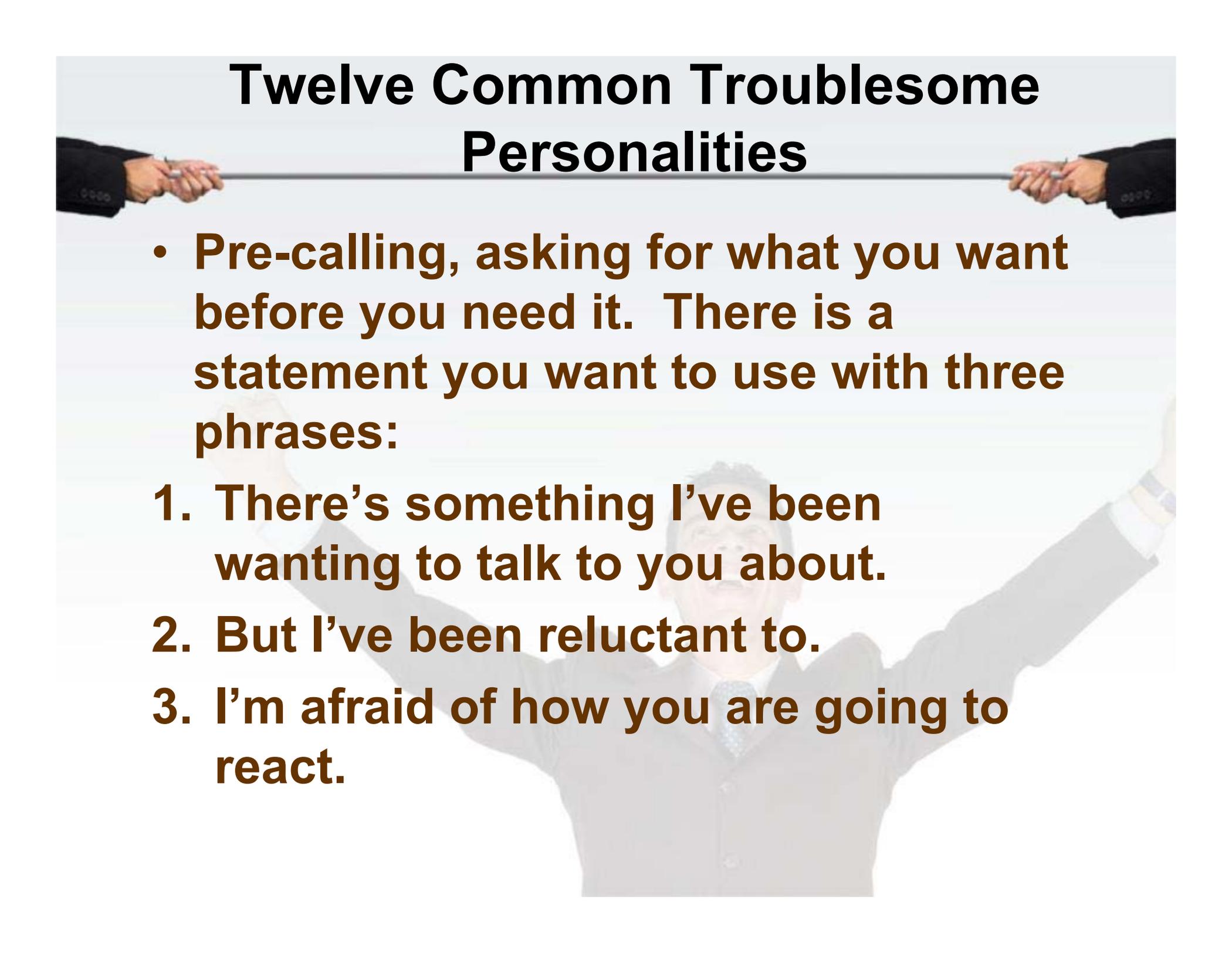
- ***Why***

1. They may have the tendency to be over domineering.

2. They may be very insecure. They feel like to get their way is to be king of the hill. They try to dominate other individuals.

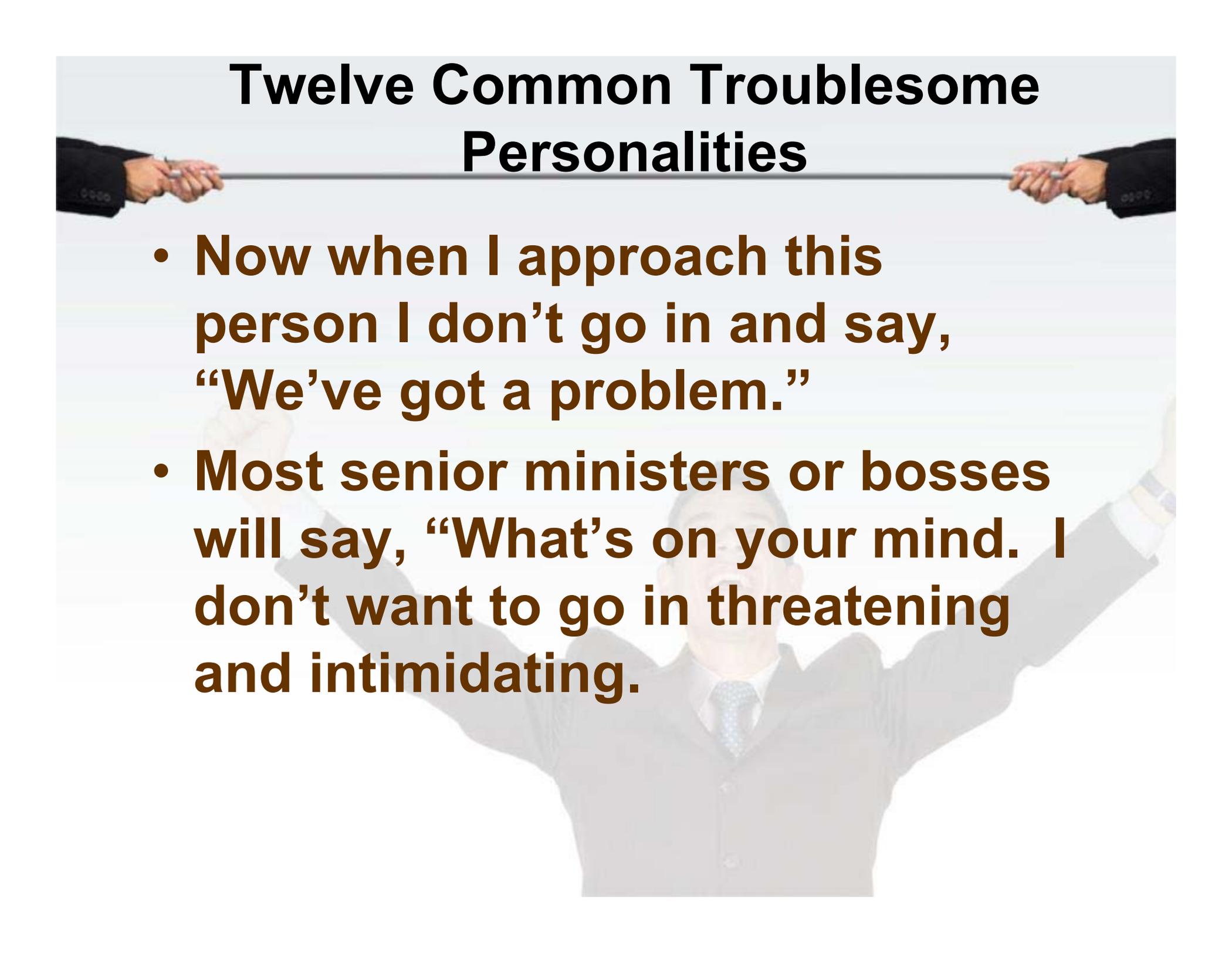
- ***Coping Plan***

# Twelve Common Troublesome Personalities



- **Pre-calling, asking for what you want before you need it. There is a statement you want to use with three phrases:**
  - 1. There's something I've been wanting to talk to you about.**
  - 2. But I've been reluctant to.**
  - 3. I'm afraid of how you are going to react.**

# Twelve Common Troublesome Personalities

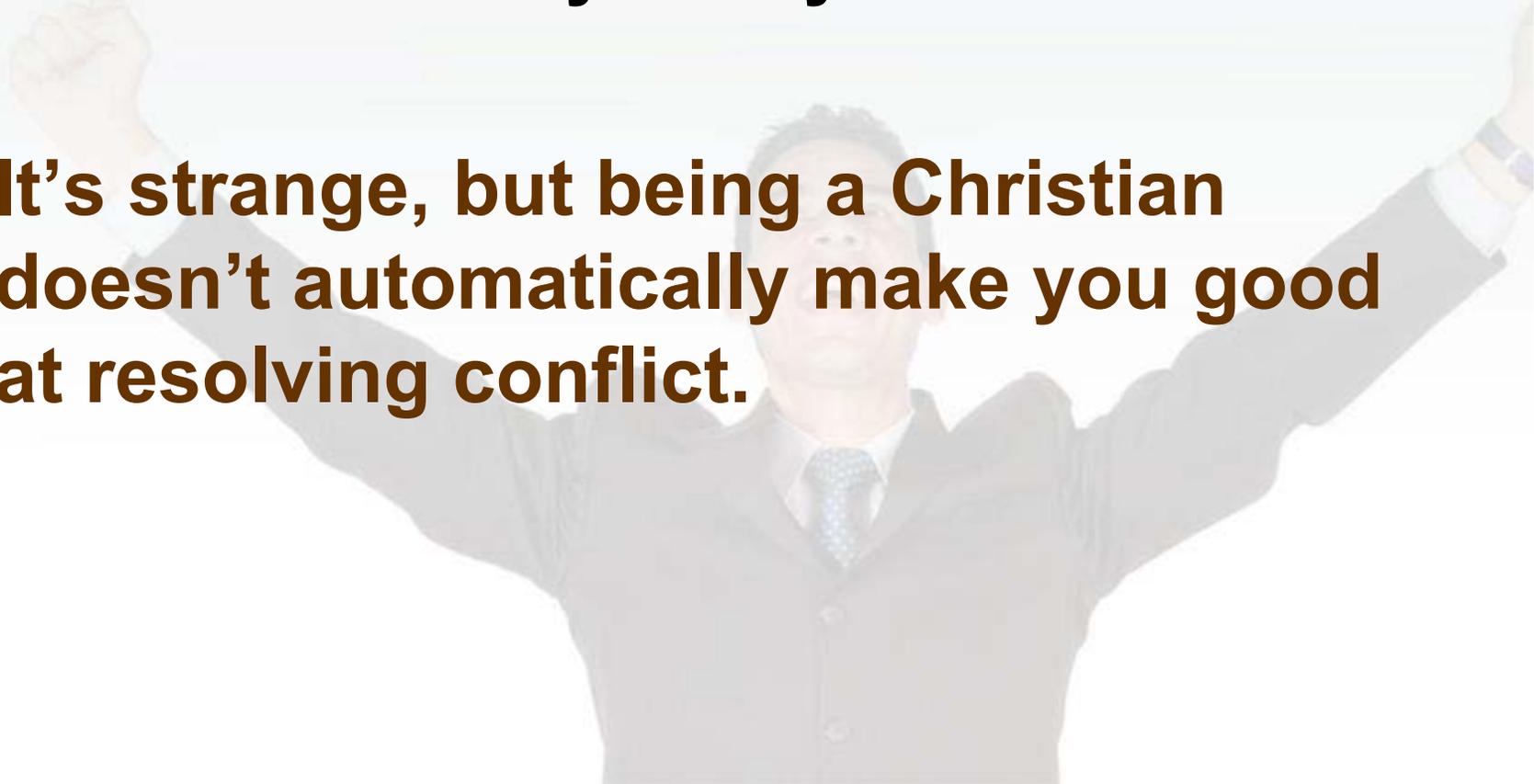


- **Now when I approach this person I don't go in and say, "We've got a problem."**
- **Most senior ministers or bosses will say, "What's on your mind. I don't want to go in threatening and intimidating."**

# How To Respond When You Want To Punch Someone



## 7 Ways To Respond When You Want To Punch Someone—And You're A Christian—By Carey Nieuwhof

- **It's strange, but being a Christian doesn't automatically make you good at resolving conflict.**
- 

# How To Respond When You Want To Punch Someone

- Many Christians and churches are terrible at resolving conflict, why?
- In the United States alone, 70 percent of the people who will go to work today will tell you they don't like their jobs. I don't think that's just an American issue. It's a people issue.
- So many people I know get frustrated at work. And one of the top frustrations? *The people they work with.*

# How To Respond When You Want To Punch Someone

- Ditto for church world (no stat ... I've just visited enough churches to feel comfortable saying that).
- ***Why Do Christians Struggle With Conflict So Much?***
- In the name of grace, Christians sacrifice truth.
- In the name of truth, Christians sacrifice grace.

# How To Respond When You Want To Punch Someone

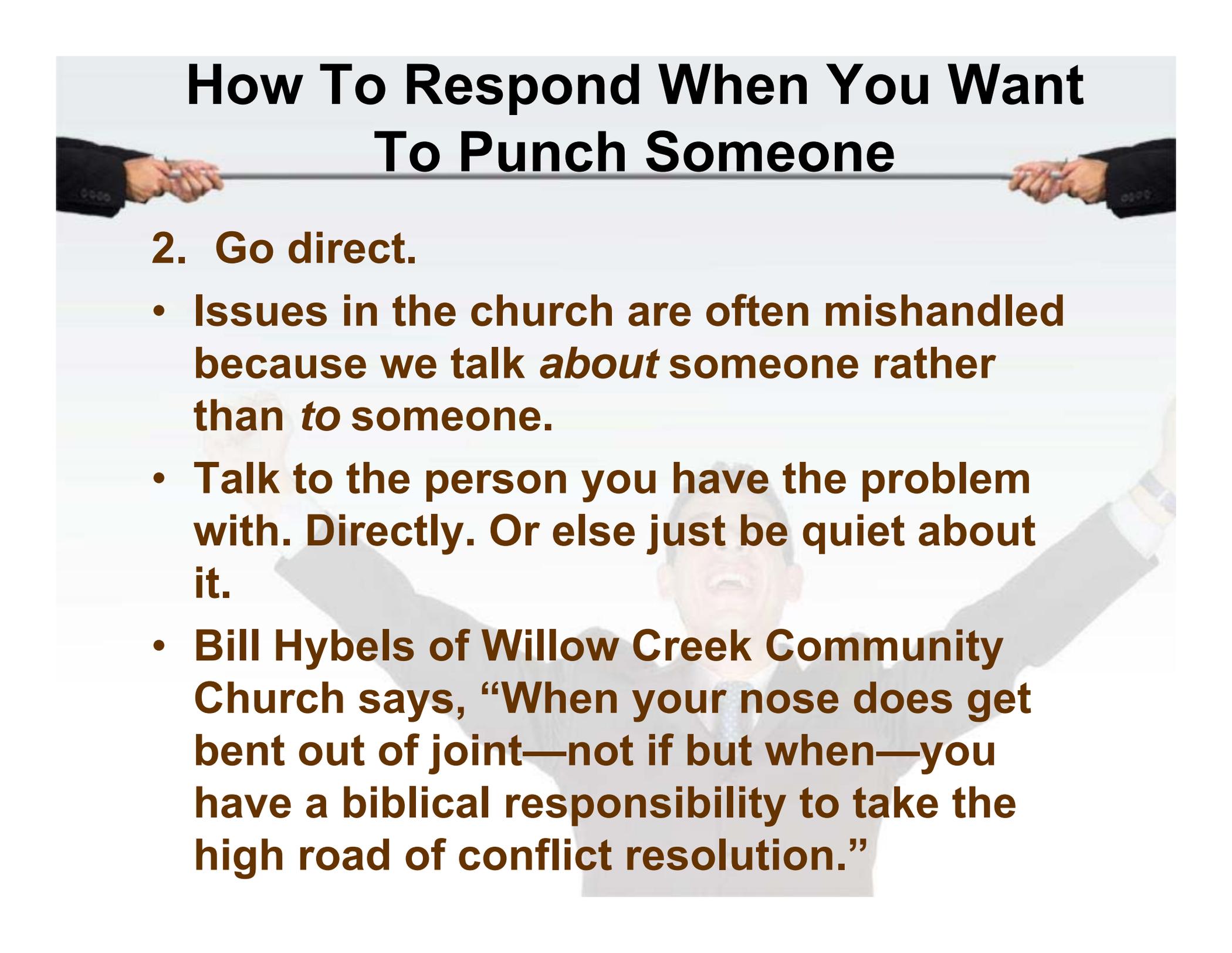


- **We worry about hurting other people's feelings, when really one of the best things we can do is offer honest feedback.**

## **7 Healthy Ways to Resolve Tension and Conflict**

- 1. Own your part of the problem.**
- **Conflict and even bad chemistry is almost never 100% one person's fault.**

# How To Respond When You Want To Punch Someone



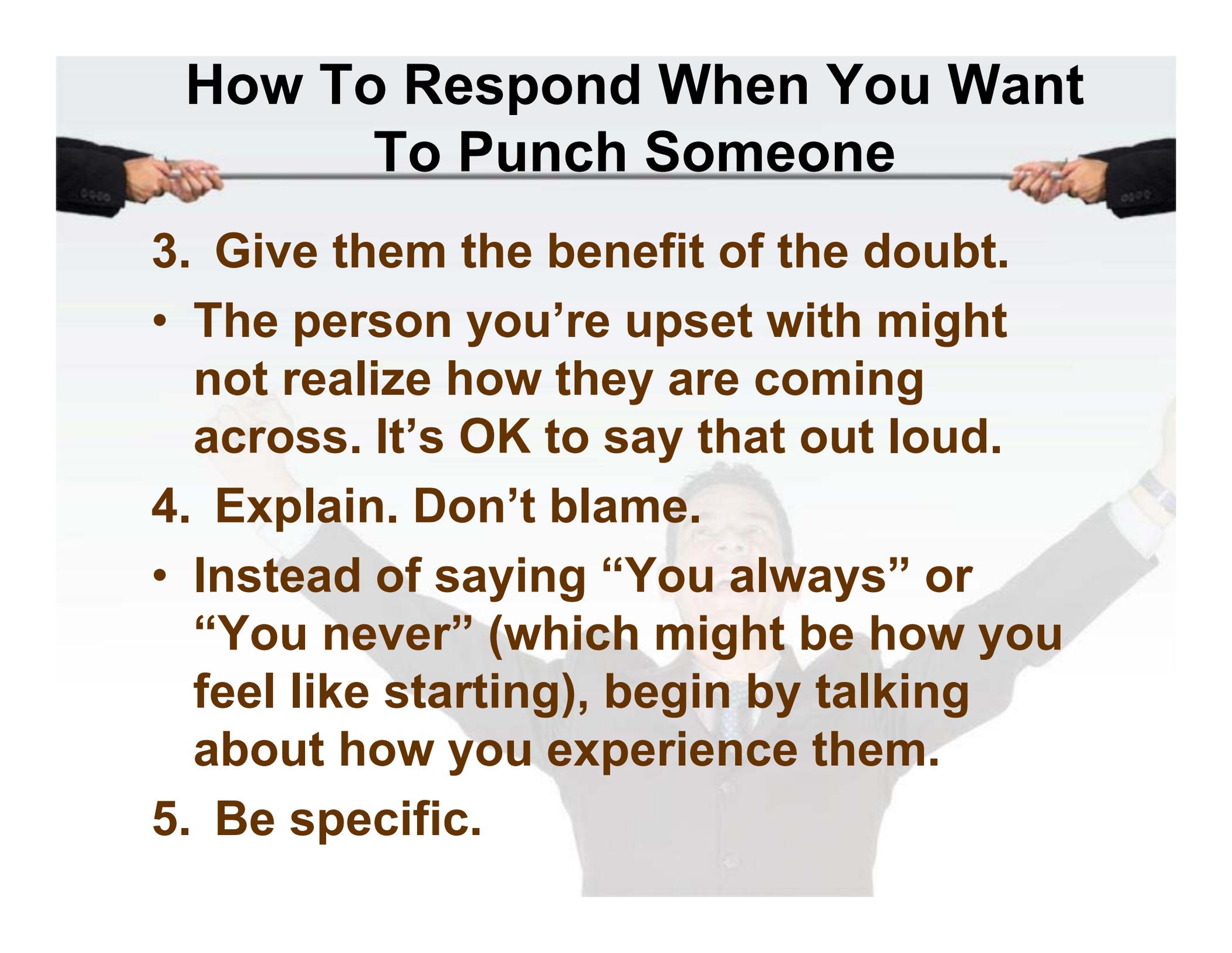
## 2. Go direct.

- Issues in the church are often mishandled because we talk *about* someone rather than *to* someone.
- Talk to the person you have the problem with. Directly. Or else just be quiet about it.
- Bill Hybels of Willow Creek Community Church says, “When your nose does get bent out of joint—not if but when—you have a biblical responsibility to take the high road of conflict resolution.”

# How To Respond When You Want To Punch Someone

- That means going directly to the person with whom you're having this conflict rather than building a guerrilla team to ambush this person later.
- “If someone whose nose is bent out of joint comes to you for a ‘Won’t you join my cause?’ conversation, you have a biblical responsibility to interrupt mid-sentence and say, ‘I think you’re talking to the wrong person. Please go to the individual with whom you’re having this conflict and seek to resolve it in a God-glorifying way.’”

# How To Respond When You Want To Punch Someone



## **3. Give them the benefit of the doubt.**

- The person you're upset with might not realize how they are coming across. It's OK to say that out loud.

## **4. Explain. Don't blame.**

- Instead of saying "You always" or "You never" (which might be how you feel like starting), begin by talking about how you experience them.

## **5. Be specific.**

# How To Respond When You Want To Punch Someone

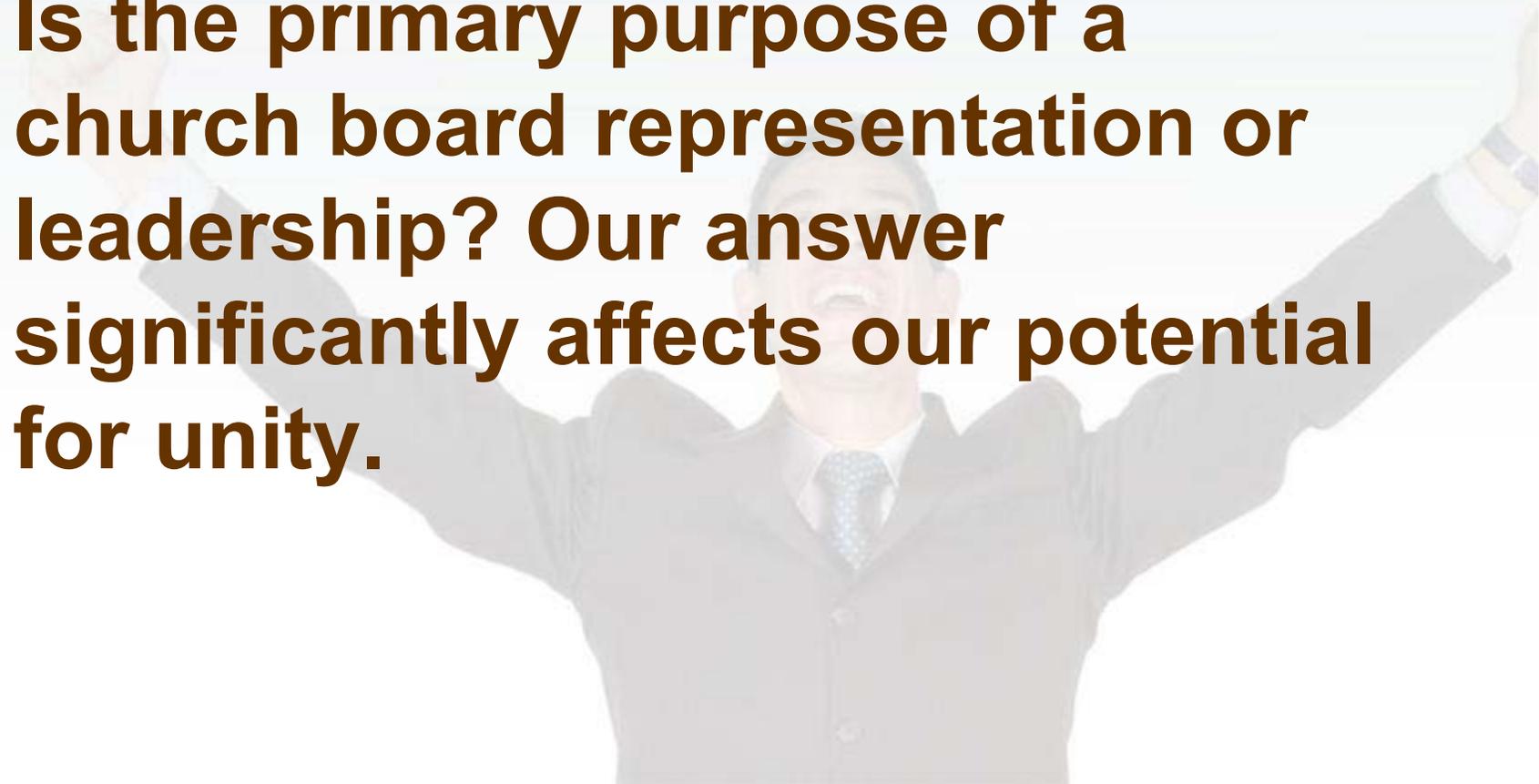


- **The more specific you are, the more you de-escalate conflict and move toward a hopeful ending.**
  - **What the person you're confronting needs is hope.**
- 7. Pray for them.**
- **It is almost impossible to stay angry with someone you pray for.**

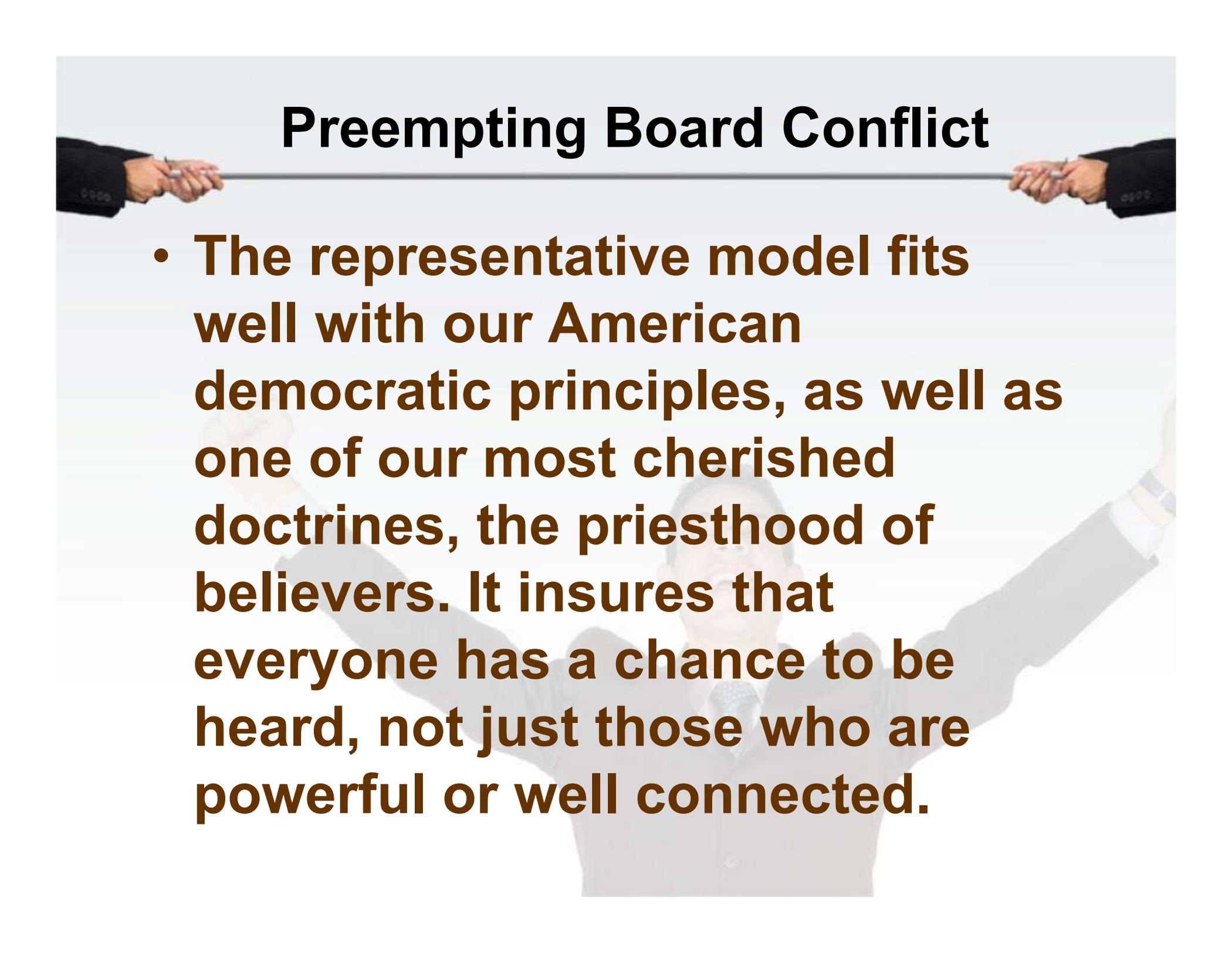
# Preempting Board Conflict



***1. What is the board's primary purpose?***

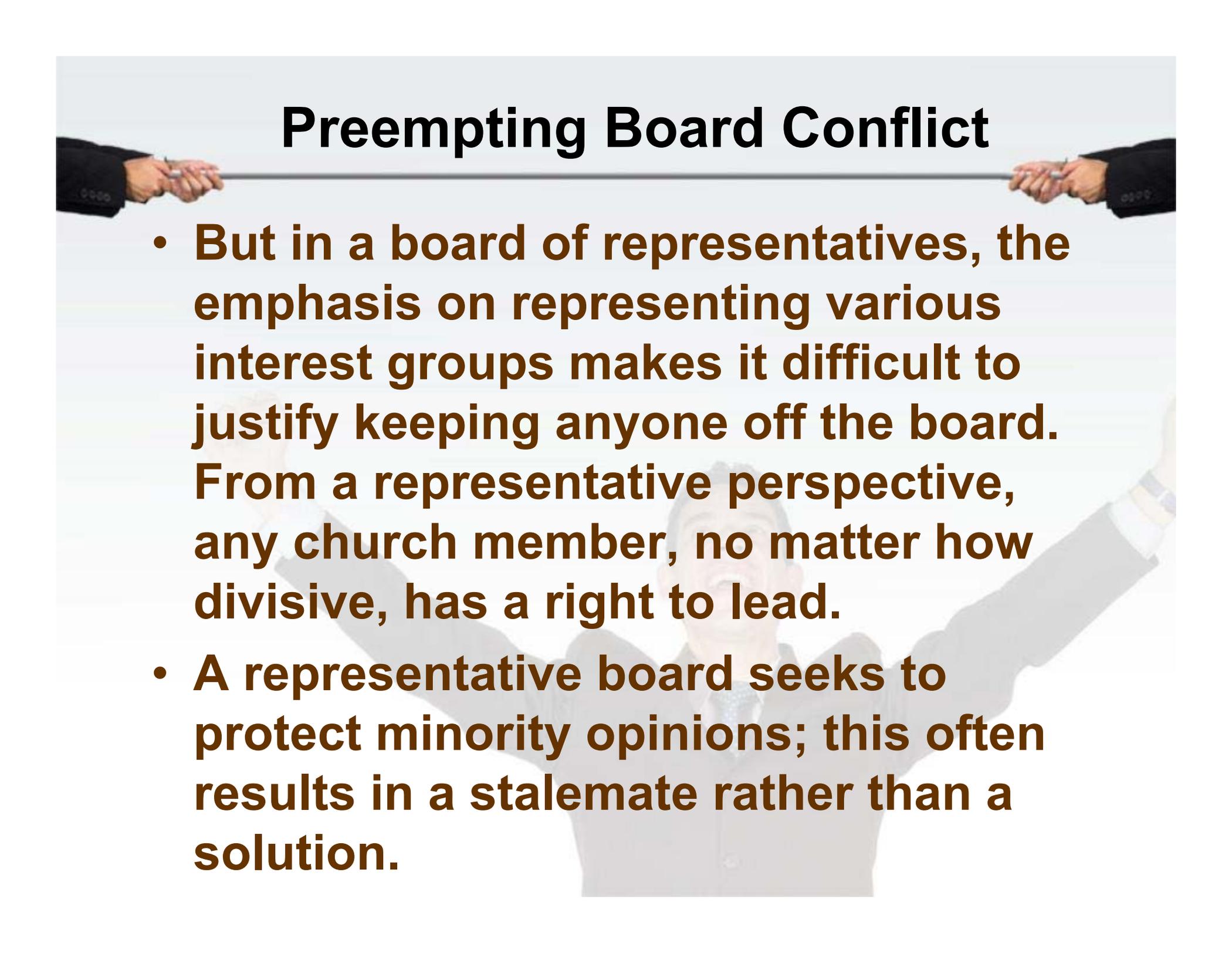
- Is the primary purpose of a church board representation or leadership? Our answer significantly affects our potential for unity.**
- 

# Preempting Board Conflict



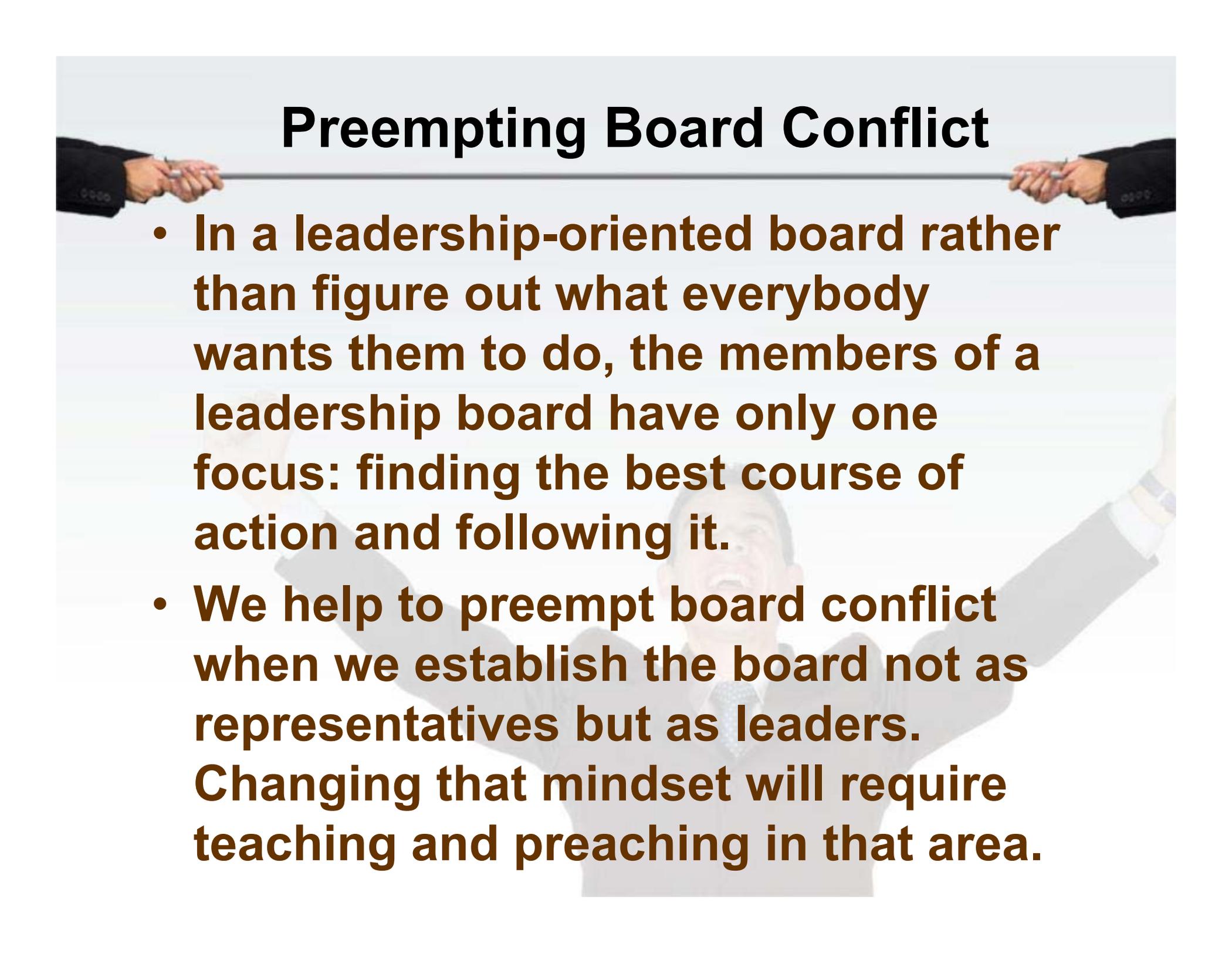
- **The representative model fits well with our American democratic principles, as well as one of our most cherished doctrines, the priesthood of believers. It insures that everyone has a chance to be heard, not just those who are powerful or well connected.**

# Preempting Board Conflict



- **But in a board of representatives, the emphasis on representing various interest groups makes it difficult to justify keeping anyone off the board. From a representative perspective, any church member, no matter how divisive, has a right to lead.**
- **A representative board seeks to protect minority opinions; this often results in a stalemate rather than a solution.**

# Preempting Board Conflict



- **In a leadership-oriented board rather than figure out what everybody wants them to do, the members of a leadership board have only one focus: finding the best course of action and following it.**
- **We help to preempt board conflict when we establish the board not as representatives but as leaders. Changing that mindset will require teaching and preaching in that area.**

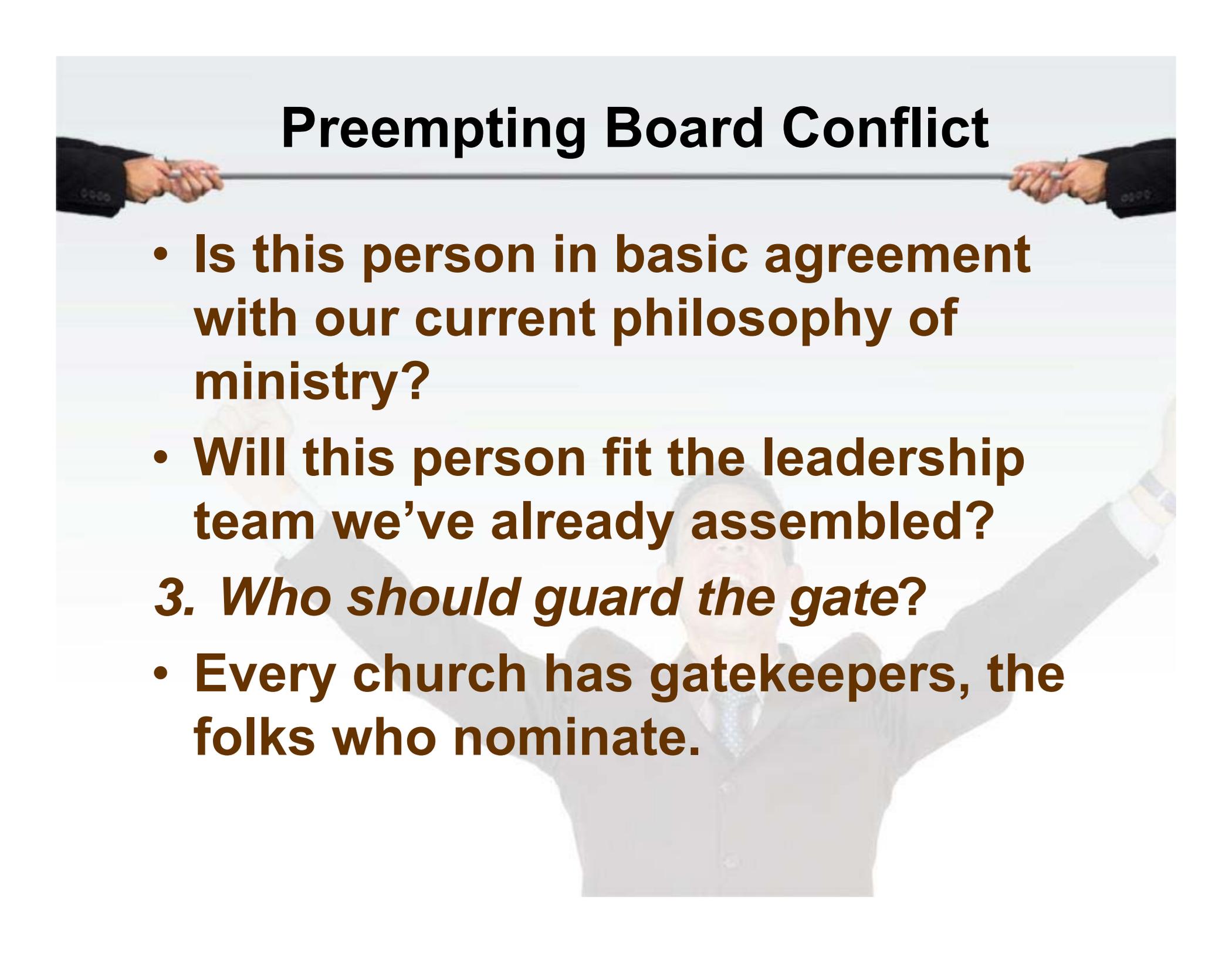


# Preempting Board Conflict

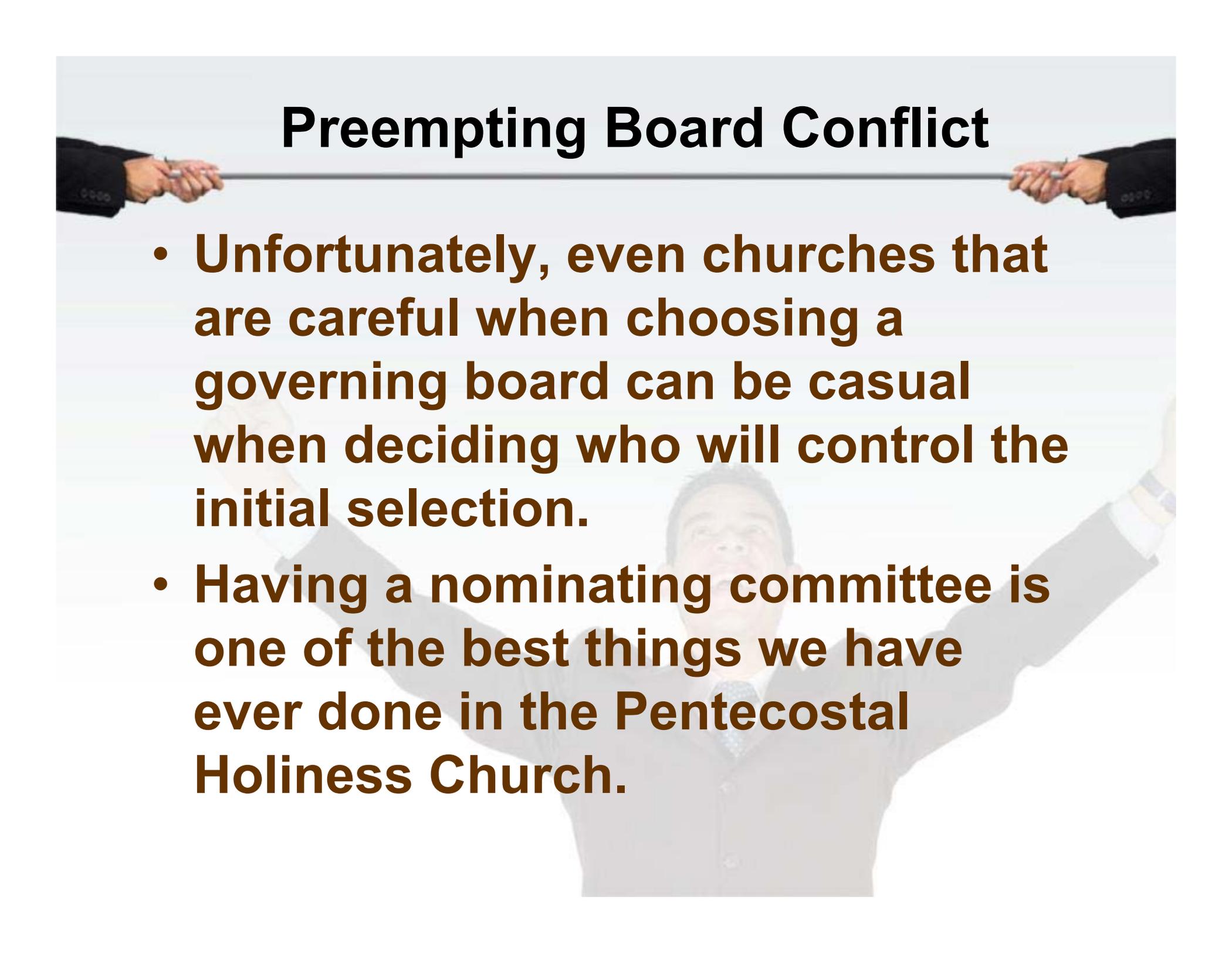
## ***2. What are our minimum qualifications?***

- In many churches, anyone who faithfully supports the church and works hard eventually finds himself or herself rewarded with a seat on the board. But there are spiritual qualifications, and they don't stop at being born again.**

# Preempting Board Conflict



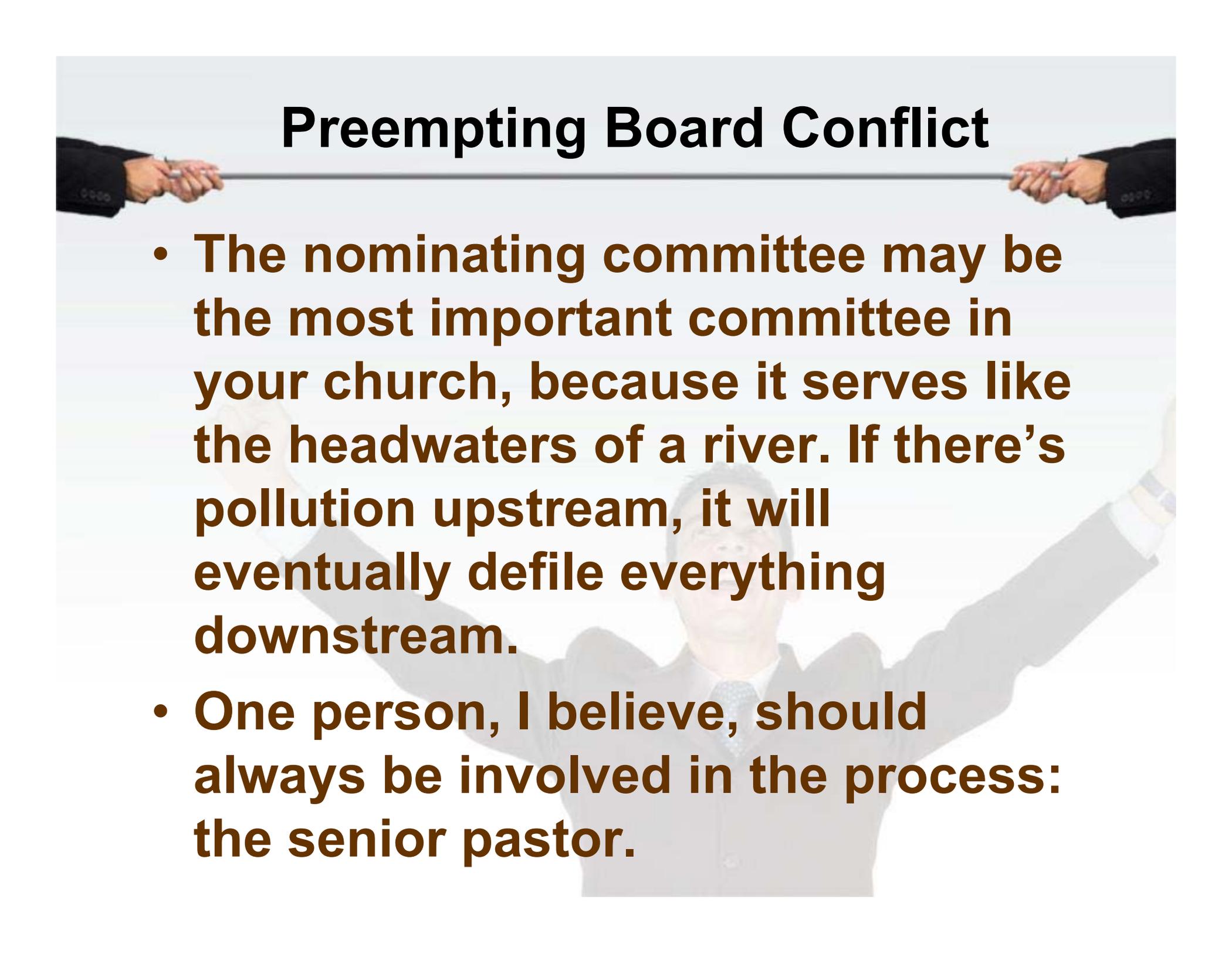
- **Is this person in basic agreement with our current philosophy of ministry?**
- **Will this person fit the leadership team we've already assembled?**
- 3. *Who should guard the gate?***
- **Every church has gatekeepers, the folks who nominate.**



# Preempting Board Conflict

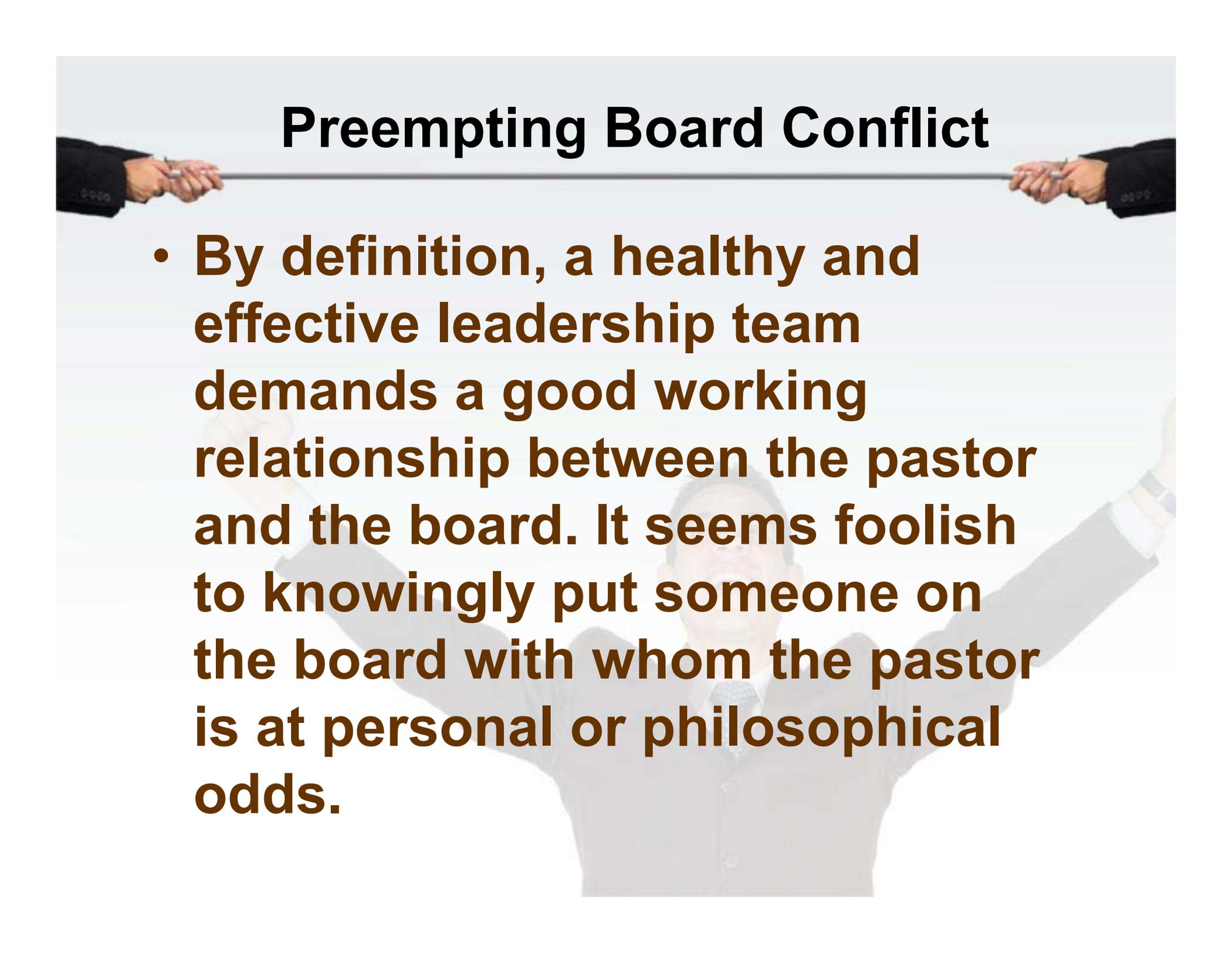
- **Unfortunately, even churches that are careful when choosing a governing board can be casual when deciding who will control the initial selection.**
- **Having a nominating committee is one of the best things we have ever done in the Pentecostal Holiness Church.**

# Preempting Board Conflict



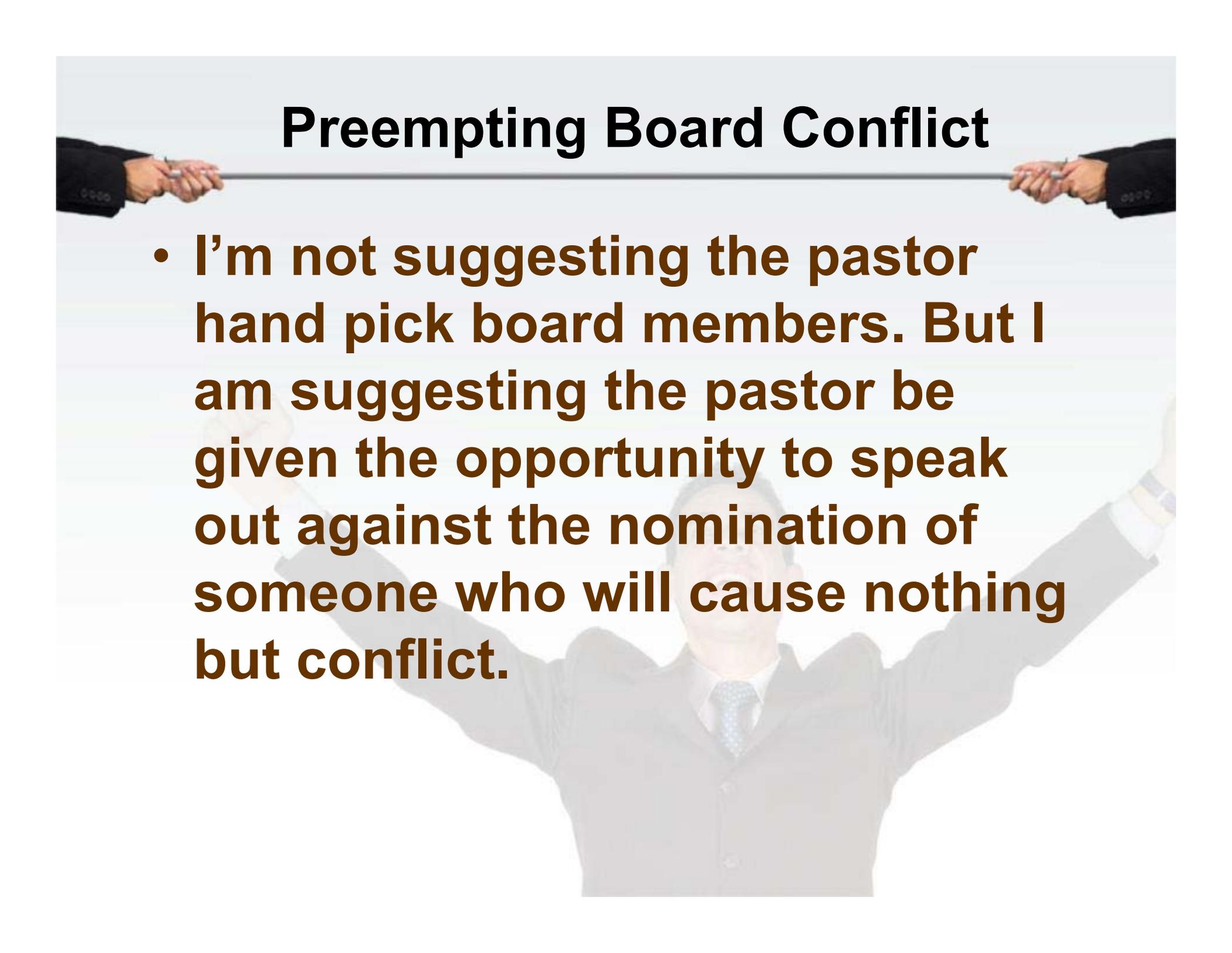
- **The nominating committee may be the most important committee in your church, because it serves like the headwaters of a river. If there's pollution upstream, it will eventually defile everything downstream.**
- **One person, I believe, should always be involved in the process: the senior pastor.**

# Preempting Board Conflict



- **By definition, a healthy and effective leadership team demands a good working relationship between the pastor and the board. It seems foolish to knowingly put someone on the board with whom the pastor is at personal or philosophical odds.**

# Preempting Board Conflict



- **I'm not suggesting the pastor hand pick board members. But I am suggesting the pastor be given the opportunity to speak out against the nomination of someone who will cause nothing but conflict.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Instincts for Survival**
- **These women displayed a variety of conflict management styles—from aggressive confrontation to complete avoidance.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Corporate psychologists have labeled these responses with animal names (for the solutions they seek): sharks ("I win; you lose"), foxes ("Everyone wins a little and loses a little"), turtles ("I withdraw"), teddy bears ("I'll lose so you can win"), and owls ("Let's find a way for everyone to win").**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Fins in the Baptistry**
- **Sharks tend to be domineering, aggressive, and open to any solution as long as it's the one they want.**
- **Sharks use whatever it takes to prevail: persuasion, intimidation, power plays.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **There are dangers in always giving sharks their way. When “I must win” individuals are allowed to rule the church, anger builds in others, people feel coerced, and a dangerous dependency on the strong-willed individual develops.**
- **Foxes in the Vineyard**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Helen was not a competitor but a compromiser. Typical of the wily fox, she hoped to slice the pie so everyone believed they got the biggest piece.**
- **In some circles it's a synonym for worldliness or moral laxity. But in organizational terms, a compromiser is defined as a person sincerely working through bargaining and conciliation to keep a group from breaking apart.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Foxes are flexible, and their primary interest is the common good. If people don't immediately respond to their bargain, they aren't above arm-twisting and manipulation to impose an agreement.**
- **Sometimes a split-the-difference approach sensibly solves minor disputes. If one group likes dill pickles, and the other sweet, why not put out two dishes?**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **But compromise isn't always the answer. It can leave people half-satisfied and half-committed to the solution. In that case, the problem will emerge again later in a different form.**
- **Avoidance in a Half-Shell**
- **Turtles are so frightened by conflict that they pull into their shell. A world without conflict is the only one they can survive in, so they flee altercation.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Some actually walk out, as Denise did, while others withdraw into emotional neutrality and numbness.**
- **At times, avoiding conflict makes sense. Proverbs reminds us it is the glory of a person to overlook an insult. We ought to choose carefully which hills we are willing to die on. Some battles aren't worth fighting.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Turtles, while appearing to be peaceable and gentle souls, often are hiding great reservoirs of anger and frustration.**
- **Cuddly and Accommodating**
- **In a threatening situation, teddy bears readily surrender their own interests to accommodate the disagreeing party.**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Teddy bears will maintain peace at almost any price.**
- **They attempt to steer others away from controversial issues.**
- **They show increased personal concern for the others, working to create a relaxed, easygoing, “loving atmosphere.”**

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Such accommodation has an upside. Surrendering our selfish goals in pursuit of peace is often a sign of godliness and maturity.**
- **Teddy bears unintentionally give sharks a false sense of rightness.**
- **Spotting the Collaborative Owl**

# Animal Instincts

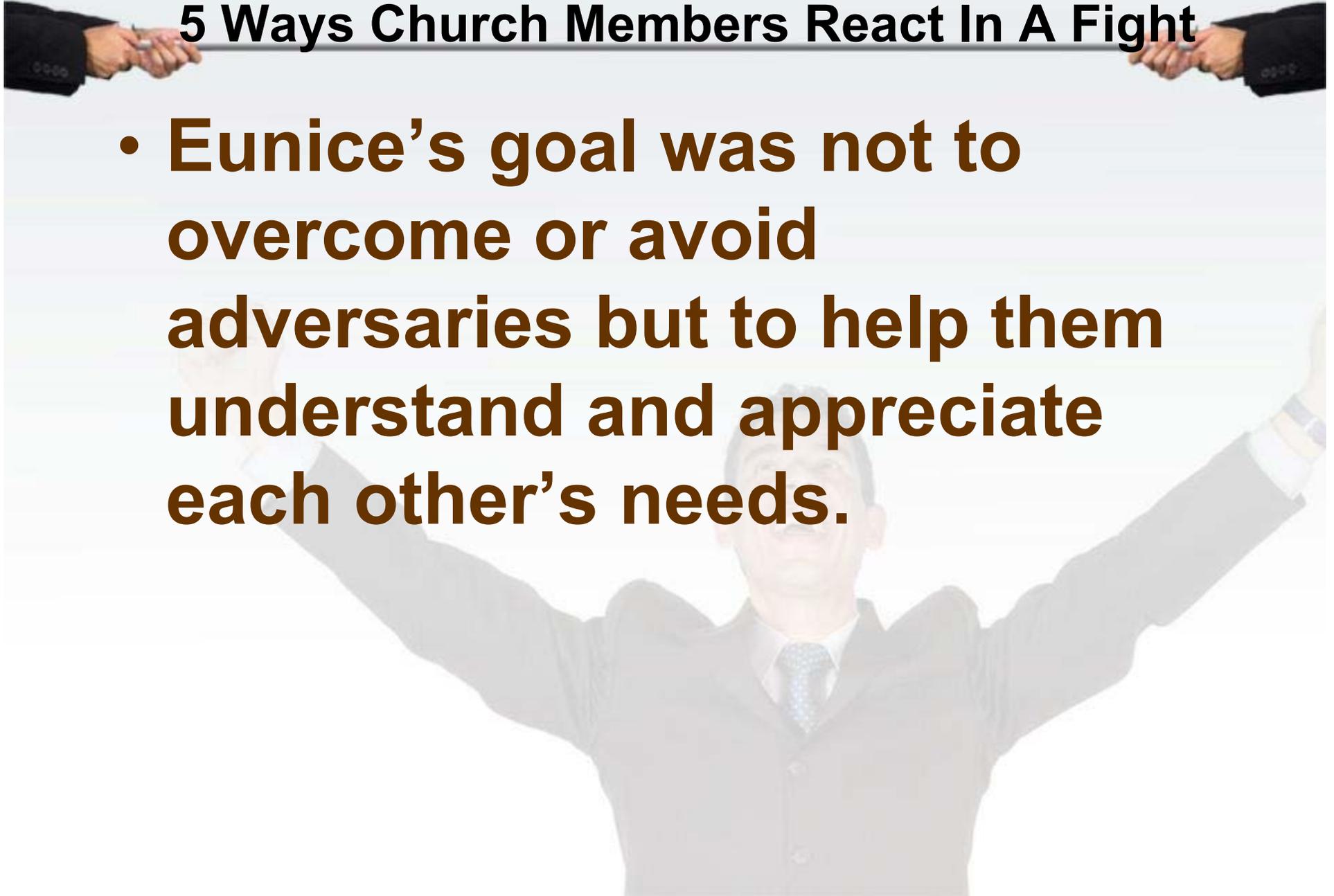
## 5 Ways Church Members React In A Fight

- Eunice alone saw the baby-sitting controversy as a problem to be solved, not a battle to be won or lost. Her desire was to see everyone leave the table with a win-win solution.
- Such collaborators “co-labor” with all parties until they arrive at a mutually satisfying solution. Their strength lies in their willingness to stay with a task or problem until it’s solved.

# Animal Instincts

## 5 Ways Church Members React In A Fight

- **Eunice's goal was not to overcome or avoid adversaries but to help them understand and appreciate each other's needs.**



# Animal Instincts

## 5 Ways Church Members React In A Fight

*Here's how she eventually helped the group solve the dilemma*

- 1. Generate as much useful information as possible.**
- 2. Help the group see where they agree.**
- 3. Bring everyone into the decision-making process and motivate them to personally commit to the final agreement.**

# Animal Instincts

## 5 Ways Church Members React In A Fight



# Animal Instincts

## 5 Ways Church Members React In A Fight



# Animal Instincts

## 5 Ways Church Members React In A Fight







