Curriculum Guide for Presentations on:

Managing Conflict

**Goal:** To understand the benefits and challenges of conflict and to provide tools for managing conflict as it arises.

**Points to cover when presenting on managing conflict:**

1. Conflict is part of the growth process; it happens when individuals encounter change, including technical change; introduction of new personnel or loss of group members; misunderstandings; personal needs not met; power shifts; cultural misunderstandings; and the broad-based and more challenging adaptive change.

2. Conflicts can be prevented by the following actions:
   a. Respectful behavior toward others
   b. Clearly communicating expectations
   c. Encouraging teamwork
   d. Empowering people

3. Scripture guideline: Matthew 18:15-17—solve the problem at the lowest level possible
   a. The offended takes the initiative to “go” (negotiation)
   b. The result may be reconciliation (gained your brother)
   c. If reconciliation is not achieved, go again with one or two others (mediation) but contain the problem by keeping the circle having knowledge about the matter relatively small.
   d. Consider Matthew 18:22 where Jesus recommends 70 times 7; the intermediate steps may be used repeatedly before taking the final step of involving a larger audience in the matter.
   e. The final decision is determined by the community and is imposed upon the parties (arbitration).
   f. Biblical style is relational—i.e., “brother”

4. *Styles of conflict management:
   a. Persuade
   b. Compel
   c. Avoid/accommodate
   d. Collaborate
   e. Negotiation
   f. Support

*There are many names for conflict management styles which a presenter may choose to use. Below are resources for other examples of styles of conflict management.

Resources:

www.peacemaker.net


Author’s Note: A presentation on managing conflict is an ideal opportunity to demonstrate the styles of conflict management through case analysis. The presenter may wish to either ask the audience to share a conflict case, or prepare a case themselves. Walking through a real-life situation and applying the principles will enhance learning.