



COUN 401 – Conflict Resolution

Closed Note Lecture Exam Review

Matthew 18:15-17 (New Living Translation)

¹⁵ “If another believer sins against you, go privately and point out the offense. If the other person listens and confesses it, you have won that person back. ¹⁶ But if you are unsuccessful, take one or two others with you and go back again, so that everything you say may be confirmed by two or three witnesses. ¹⁷ If the person still refuses to listen, take your case to the church. Then if he or she won’t accept the church’s decision, treat that person as a pagan or a corrupt tax collector.

1) _____ conflict

James 4:1-3 (New Living Translation)

¹ What causes fights and quarrels among you? Aren’t they caused by the selfish desires that fight to control you? ² You want what you don’t have, so you commit murder. You’re determined to have things, but you can’t get what you want. You quarrel and fight. You don’t have the things you want, because you don’t pray for them. ³ When you pray for things, you don’t get them because you want them for the wrong reason—for your own pleasure.

8 characteristics of conflict by Dale Roach that help define conflict:

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)
- 7)
- 8) .

2) _____ conflict

- Conflicts can be used to accomplish God’s purpose.

Romans 8:28 (New Living Translation)

²⁸ And we know that God causes everything to work together for the good of those who love God and are called according to his purpose for them.

- Conflicts cannot always be avoided.

John 16:33 (New Living Translation)

³³ I have told you all this so that you may have peace in me. Here on earth you will have many trials and sorrows. But take heart, because I have overcome the world.”

- Conflicts are not necessarily bad. When handled well, they provide an opportunity for role modeling.

Proverbs 27:17 (New Living Translation)

¹⁷ As iron sharpens iron, so a friend sharpens a friend.

- Conflicts require action toward peace.

Romans 14:19 (New Living Translation)

¹⁹ So then, let us aim for harmony in the church and try to build each other up.

- Conflicts require advance preparation and planning.

1 Peter 1:13 (New Living Translation)

¹³ So prepare your minds for action and exercise self-control. Put all your hope in the gracious salvation that will come to you when Jesus Christ is revealed to the world.

- Conflicts can be settled through negotiation.

Proverbs 19:20 (New Living Translation)

²⁰ Get all the advice and instruction you can, so you will be wise the rest of your life.

3) _____ of conflict

Intrapersonal Conflict –

Romans 7:15 (New Living Translation)

¹⁵ I don't really understand myself, for I want to do what is right, but I don't do it. Instead, I do what I hate.

Interpersonal Conflict –

Intraorganizational Conflict –

Interorganizational Conflict –

4) Types of _____ in conflict

June Hunt's Seven Faulty Accusations of Attackers

- "You'll never change!"
- "You are always against me!"
- "You will reject me— it's just a matter of time!"
- "You can never be trusted!"
- "You've failed too much— you are a failure!"
- "You are hopeless— there's no hope for you!"
- "You are totally at fault if this relationship fails!"

Seven Faulty Expectations of Avoiders

- "You should never create conflict in our relationship."
- "You will always see things my way if you truly love me."
- "You will always do things my way if you are loyal to me."
- "You must never get angry with me because I will not be able to handle it."
- "You must look only to me to meet all of your needs."
- "You are to look only to me to make you happy."
- "You will always need me to make you secure."

5) Five _____ of conflict

Natural temperament or personality types

Early childhood experiences

Physical factors

Learned behaviors

Pain and loss

6) _____ conflict

Ephesians 4:26-27 (New Living Translation)

²⁶ And “don’t sin by letting anger control you.” Don’t let the sun go down while you are still angry, ²⁷ for anger gives a foothold to the devil.

Address it early BEFORE it gets out of hand

Get as few people involved as possible

Don’t be afraid to deal with difficult matters immediately

7) _____ the conflict resolution sessions

Proverbs 15:22 (Contemporary English Version)

²² Without good advice everything goes wrong—it takes careful planning for things to go right.

WHO?

WHAT?

WHY?

WHERE?

WHEN?

HOW?

8) _____ conflict resolution considerations

Proverbs 19:11 (New Living Translation)

¹¹ Sensible people control their temper; they earn respect by overlooking wrongs.

Hebrews 12:14 (New Living Translation)

¹⁴ Work at living in peace with everyone, and work at living a holy life, for those who are not holy will not see the Lord.

Philippians 4:2 (New Living Translation)

² Now I appeal to Euodia and Syntyche. Please, because you belong to the Lord, settle your disagreement.

9) The _____ between resolution and restoration

Matthew 6:14-15 (New Living Translation)

¹⁴ "If you forgive those who sin against you, your heavenly Father will forgive you. ¹⁵ But if you refuse to forgive others, your Father will not forgive your sins.

Matthew 5:23-24 (New Living Translation)

²³ “So if you are presenting a sacrifice at the altar in the Temple and you suddenly remember that someone has something against you, ²⁴ leave your sacrifice there at the altar. Go and be reconciled to that person. Then come and offer your sacrifice to God.

10) _____ for conflict resolution

Matthew 18:15-17 (New Living Translation)

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(verse 17 makes it clear that some things will not be resolved)

CONFRONT THE PROBLEM

Don’t hold in your feelings

COMMUNICATE TO THE PERSON

Express your anger or unmet need by squeezing out the truth in a loving, non-accusatory way. Share the problem using “I” statements. “I’m feeling betrayed. Would you be willing to listen?” Describe only the upsetting words or behavior without criticizing character. Do not accuse, belittle, call names, or criticize. “Reckless words pierce like a sword, but the tongue of the wise brings healing.” (Proverbs 12: 18) “The tongue of the righteous is choice silver ... The lips of the righteous nourish many, but fools die for lack of judgment.” (Proverbs 10: 20– 21)

Instead, notice what Paul wrote: “Speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ. ... ‘In your anger do not sin’: Do not let the sun go down while you are still angry.” (Ephesians 4:15, 26)

COURTESY FOR OTHERS’ FEELINGS

The person being confronted indicates a willingness to listen (to receive the rebuke without becoming angry or defensive) and sincerely seeks to hear the speaker’s pain. Respond with a willingness to give undivided attention. Do not interrupt. Hear the problem to the “last drop.” Above all, don’t make excuses or become defensive. “Submit to one another out of reverence for Christ.” (Ephesians 5:21)

CONFIRMATION OF THEIR FEELINGS

The listener fills the pitcher with water with no acidic words. The listener now paraphrases the problem back (repeats what is heard) without reacting negatively. Affirm what is being said. “You are saying that you felt betrayed last night when I did not defend you? Is this correct?” Agreement with the facts is not necessary; therefore, do not attempt to justify anything. Ask if your restating of the problem is correct. If it is not, seek to understand what was said and repeat all.

“He who listens to a life-giving rebuke will be at home among the wise.” (Proverbs 15:31)

ADAPTATION

The struggler asks for sugar. If the receiver gives the sugar, the entire flavor changes! After feelings have been delivered and received, the struggler is allowed to request a change in behavior. Willingness to listen and change behavior becomes the sweet ingredient for developing intimacy in the relationship. The struggler makes a request. “When someone criticizes me in front of you, would you be willing to express emotional support by making a comment on my behalf or by walking away or asking the person to not talk about me when I’m not present to respond?” Listener identifies some acceptable responses for use in the future. Listener is willing to please the other with a commitment to change. “Each of you should look not only to your own interests, but also to the interests of others.” (Philippians 2:4)

COMFORT

The listener mixes the sugar and lemon juice well so there is no hint of the sour lemon. After a change in behavior has been agreed on, the listener expresses sorrow over the struggler’s pain and expresses appreciation for the opportunity to resolve the problem.

Address the struggler’s pain. “I am so sorry my actions hurt your feelings and caused you to feel betrayed.” Applaud the struggler for approaching you. Appreciate being given a chance to change your behavior in the future in order to improve your relationship. “A word aptly spoken is like apples of gold in settings of silver.” (Proverbs 25:11)

WRAP UP: You are going to deal with conflict in your life and ministry, so it’s important to learn how to deal with it now. When using the knowledge gained in these lectures, combined with the information in your texts and other videos, God can use you to be a person of peace. Be a peacemaker because peace does not just happen. Work at it and help others live the life that God has called them to live. Let’s pray.

PRAY