

## Navigating Conflict Part 2: Handling The Crisis



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## Handling The Crisis

# WELCOME!

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## Introduction

1<sup>st</sup> Samuel 17: 26-29 Then David spoke to the men who stood by him, saying, "What shall be done for the man who kills this Philistine and takes away the reproach from Israel? For who *is* this uncircumcised Philistine, that he should defy the armies of the living God?"<sup>27</sup> And the people answered him in this manner, saying, "So shall it be done for the man who kills him."<sup>28</sup> Now Eliab his oldest brother heard when he spoke to the men; and Eliab's anger was aroused against David, and he said, "Why did you come down here? And with whom have you left those few sheep in the wilderness? I know your pride and the insolence of your heart, for you have come down to see the battle."<sup>29</sup> And David said, "What have I done now?"

Matthew 18:15-16 "If your brother sins, go and show him his fault in private; if he listens to you, you have won your brother. But if he does not listen to you, take one or two more with you, so that by the mouth of two or three witnesses every fact may be confirmed.

—Jesus

This training focuses on ways that supervisors can work with employees to resolve conflict in the workplace with a Christian attitude by recognizing the causes of workplace conflict, understanding how to facilitate resolution of conflict and how to manage the work relationships once the conflict has been resolved.

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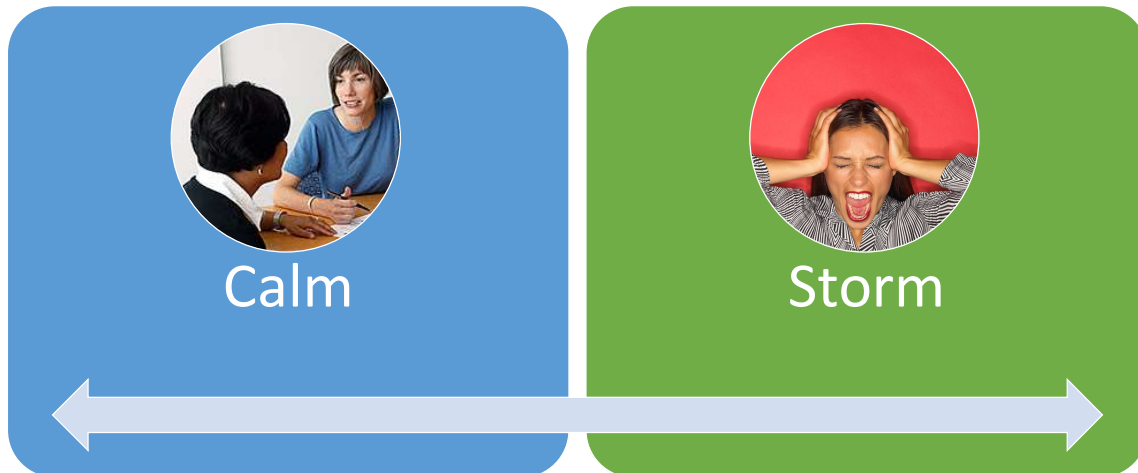
## Before You Speak

- Conflict brings heightened emotions so be self-aware!
  - Before you speak to address the issue make sure you are prepared to:
    - Manage your own anger
    - Listen actively
    - Avoid assumptions
    - Find something on which you agree
    - Be cautious of criticism
    - Negotiate
      - Stay prayed up. Conflicts can come from wherever, from whomever, whenever. So talk to Christ before you speak to your peers.

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## How Will You Navigate The Crisis?



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## Before You Speak- Assess

- Recognize signs/symptoms
  - e.g., pounding heart, heat in the face/neck, flash of anger, churning in the gut
- Ask for feedback from people you know and trust about your attitude, mannerisms, style, and mode of operation from previous conflicts
  - i.e., what do they notice when you become stressed in conflict?
- Ask for input on what to do differently in conflict
  - Be patient as you develop self-awareness
- Diffuse the situation through self-disclosure
  - e.g., "I realize I am getting upset here and my tendency is to interrupt. I want you to know I really want to hear your side."

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## 'range' of conflict

What is a crisis like?

How do we act,  
what do we do?

\* crisis

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## 'range' of conflict

\*discomfort

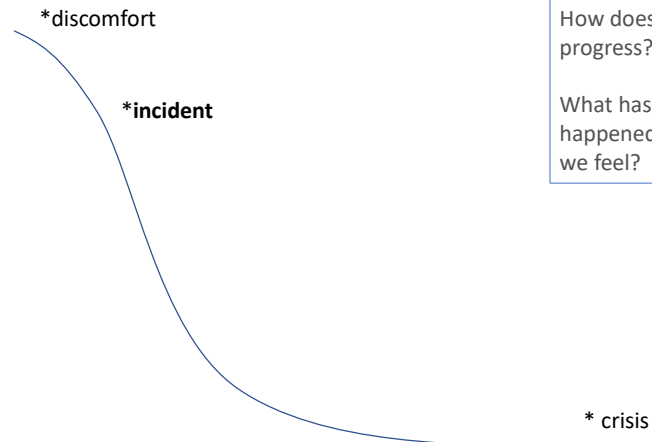
How does a conflict  
start?

How do we act,  
what do we do,  
what do we feel?

\* crisis

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## 'range' of conflict

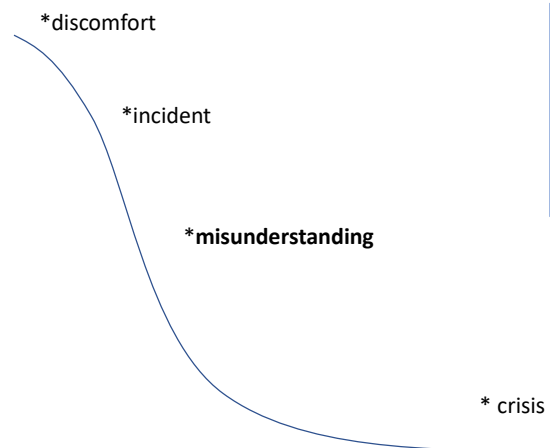


How does a conflict progress?

What has happened? What do we feel?

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## 'range' of conflict

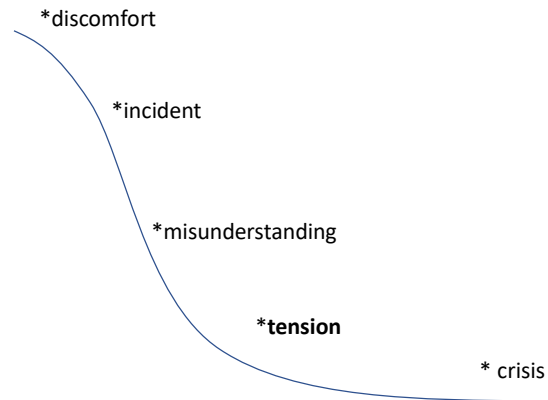


How does a conflict progress?

What has happened? What are the details – are they clear?

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## 'range' of conflict



How does a conflict progress?

How are you feeling towards / about the other person?

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## Before You Speak- Remember

- The Goal of De-escalating Conflict
  - 1. Don't take the bait
  - 2. Manage yourself
  - 3. Speak softly and slowly
  - 4. Be respectful
  - 5. De-personalize
  - 6. Listen carefully
  - 7. Be tentative
  - 8. Be strategic
  - 9. Focus on the future
  - 10. Take a break

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## Steps in the Conflict Resolution Process

There are six steps to the conflict resolution process:

1. Clarify what the disagreement is.
2. Establish a common goal for both parties.
3. Discuss ways to meet the common goal.
4. Determine the barriers to the common goal.
5. Agree on the best way to resolve the conflict.
6. Acknowledge the agreed solution and determine the responsibilities each party has in the resolution.

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## Steps in the Conflict Resolution Process

### **Step 1: Clarify what the disagreement is.**

Clarifying involves getting to the heart of the conflict. The goal of this step is to get both sides to agree on what the disagreement is.

Tips:

- Discuss what needs are not being met on both sides of the conflict. Ensure mutual understanding.
- Obtain as much information as possible on each side's point of view.
- Continue to ask questions until you are certain that you, and each side of the conflict, understand the issue.

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## Steps in the Conflict Resolution Process

### **Step 2: Establish a common goal for both parties.**

In this step of the process, both sides agree on the desired outcome of the conflict.

Tips:

- Discuss what each party would like to see happen.
- Find a commonality in both sides as a starting point for a shared outcome. That commonality can be as simple as “both sides want to end the conflict.”

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## Steps in the Conflict Resolution Process

### **Step 3: Discuss ways to meet the common goal.**

Both sides work together to discuss ways that they can meet the goal they agreed on in step 2.

Tips:

- Brainstorm different approaches to meet the goal.
- Discuss until all the options are exhausted.

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## Steps in the Conflict Resolution Process

### **Step 4: Determine the barriers to the common goal.**

In this step of the process, the two parties acknowledge what has brought them into the conflict.

Tips:

- Ask, “If we could have the outcome that we both wanted, how would that look?”
- Define what can and cannot be changed about the situation.
- For the items that cannot be changed, discuss ways of getting around those road blocks.

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## Steps in the Conflict Resolution Process

### **Step 5: Agree on the best way to resolve the conflict.**

Both parties come to a conclusion on the best resolution.

Tips:

- Determine a solution that both sides can live with.
- Discuss the responsibility each party has in maintaining the solution.
- Settle on a means of ensuring that this conflict does not arise again.

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## Steps in the Conflict Resolution Process

### **Step 6: Acknowledge the agreed solution and determine the responsibilities each party has in the resolution.**

Both sides own their responsibility in the resolution of the conflict and express aloud what they have agreed to.

Tips:

- Get both parties to acknowledge a win-win situation.
- Ask both parties to use phrases such as “I agree to . . .” and “I acknowledge that I have responsibility for . . .”

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## Summary

Conflict is inevitable in the workplace. There is healthy and damaging conflict.

Some causes of workplace conflict are:

- Employees with different points of view.
- Employees who communicate differently.
- Employees spending large amounts of time together.

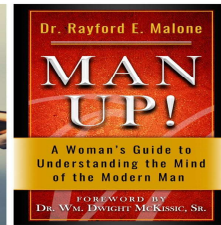
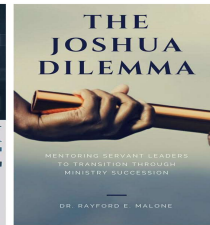
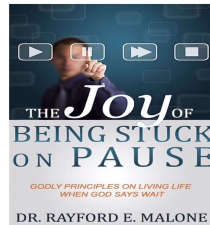
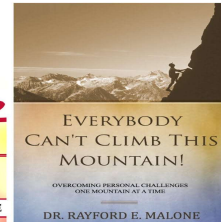
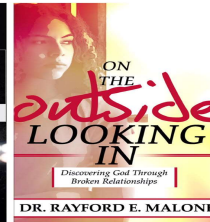
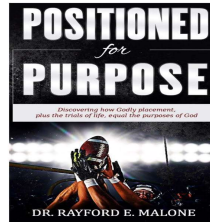
It is important to address conflict because unresolved conflict leads to low morale, productivity and, in extreme cases, workplace violence.

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