

Navigating Conflict  
Part 3:  
Positive & Negative  
Techniques of Conflict



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## Positives & Negative Techniques of Conflict

► WELCOME!

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## Introduction

- ▶ Proverbs 26:4-5 Do not answer a fool according to his folly, Lest you also be like him. 5 Answer a fool according to his folly, Lest he be wise in his own eyes.
- ▶ This training focuses on the Positives and negatives of how to handle the moment of Conflict. As a Christian our words must be seasoned with grace (Colossians 4:6), but we must also be aware of when to address an issue and when not to. We must never allow the issue to fester. But we must know who we are speaking to, and how to approach that moment of conflict.

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## What is Conflict?

- ▶ Conflict is a serious disagreement or argument, typically a protracted one.
- ▶ To Conflict with someone verbally is to come into a disagreement; be contradictory, at variance, or in opposition of; clash:
- ▶ Conflicts cause discord of action, feeling, or effect; antagonism or opposition, as of interests or principles: a conflict of ideas.

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## When is Conflict Negative?

### What Doesn't Work?

- ▶ Yelling
- ▶ Refusing to change or compromise
- ▶ Refusing to work out the conflict
- ▶ Name calling, Hitting, walking out, belittling, etc.

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## When is Conflict Positive?

- ▶ When we are able to resolve internal and interpersonal conflicts, using win-win problem solving.
- ▶ Every relationship will have some conflicts at some time or other. when we use win-win problem solving, it strengthens the relationship.
- ▶ Four Steps to Successful Conflict Resolution
  - ▶ Negotiation
  - ▶ Mediation
  - ▶ Looking at both sides
  - ▶ Leading with a Win-Win attitude.

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## Navigating: Conflict Resolution

Who owns the Problem?

- ▶ The person who is negatively affected by the Problem.

What's the owner's responsibility?

To find a way to resolve the problem, even if he is not the cause of it.

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## Search for Win-Win Solution

- The Use of Power
  - ➔ Three Responses
    - ◀ Fight
    - ◀ Flight / Avoidance
    - ◀ Obedience/ Shuffling Down

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## Preparation for the Conversation

- ⑩ Include only those concerned.
- ⑩ Give a description of the problem that respects all involved.
- ⑩ Explain how conflict resolution can enable all to win, and explain the steps.
- ⑩ Agree not to slip back to the win lose methods
- ⑩ Find a good time and place with no distractions.
- ⑩ Get something to write down ideas.

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## Identify the problem or issues

- ⑩ Use "I" Messages to explain your own concerns, needs and basic goals
- ⑩ Use reflective listening to hear and acknowledge the other's needs and basic goals
- ⑩ Evaluate exactly what each of your actual needs are with the problem. List needs.
- ⑩ Don't accept sudden promises not to cause the problem

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## Brainstorm to Generate all possible solutions.

- ▶ Think of any and all possible ways to solve the problem so that everyone will have needs met.
- ▶ Evaluate later NOT NOW
- ▶ Do not criticize any suggestion. Feed back with reflective listening
- ▶ Write down all ideas suggested.

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## Evaluate the alternative solutions

- ⑩ Ask "Will it work? Does it meet all the needs of both people? Are there any problems likely?"
- ⑩ Don't accept solutions for the sake of speed
- ⑩ Use reflective listening and I Messages

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## Decide on the best solution.

- ⑩ Find a solutions that is mutually acceptable to both of you.
- ⑩ If agreement seems difficult, Summarize areas of agreement. Restate needs, and look for new solutions.
- ⑩ Make certain that both of you are committed to the solution

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## Implementing the Solutions

- ⑩ Get Agreement on who does what by when
- ⑩ Write this down and check all agree to it
- ⑩ Refuse to remind or police the solutions
- ⑩ If you want to set criteria for success, work out these now

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## Follow-up evaluation

- ⑩ Carry out agreed method. Wait to see if the conflicts seems resolved.
- ⑩ If the agreed upon solution doesn't work, remember it is the solution that failed, not the person, and seek for a new solution.
- ▶ Ask from time to time if the solution is working for both of you.

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## Results of Win-Win Solutions

- More creative in Thinking up solutions
- Take more responsibility for helping everyone have needs met
- Feeling of mutual respect
- Love grows deeper with every conflict resolved.

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## Rules of the Road

Remember to use I-Messages  
and Reflective Listening!

- ▶ **No "You" statements.** Use statements that begin with the word "I". Do not use statements that include the word "you," because these statements make people feel defensive.



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## Go Slow!

- ▶ **Slow.** Remember, it takes time to settle a conflict. Go slow at first, because conflict resolvers usually encounter some rough roads in the beginning. Keep using your I-way map to reach safer roads



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## Detours Ahead

- ▶ Sometimes tempers are flaring so much that it may be necessary to take a temporary detour from the communication I-way.
- ▶ Once the tempers have calmed down, you may begin using I statements to solve the problem.



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## Exit Ahead

- ▶ Most conflicts can be resolved through effective communication. However, if you begin to feel threatened or unsafe, you should exit the communication I-way and seek safety.



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## Construct an “I-way”

- ▶ Construction Zone
  - ▶ Construct an I-way statement by following these directions:
    - ▶ use the word "I"
    - ▶ Do NOT state how you feel. State what you hope to resolve.
    - ▶ state the specific behavior that you do not like
    - ▶ state your willingness to cooperatively resolve the problem



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## Merge Ahead

- ▶ After using properly constructed I-way statements, individuals can begin to share ideas for how to solve the problem. Often, the best solution is reached when two people merge their ideas together



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## End Construction

- ▶ After reaching a solution that the two individuals agree will work, they can resume normal activities



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## Contact info & Authored Books

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