

Navigating Conflict Proactively



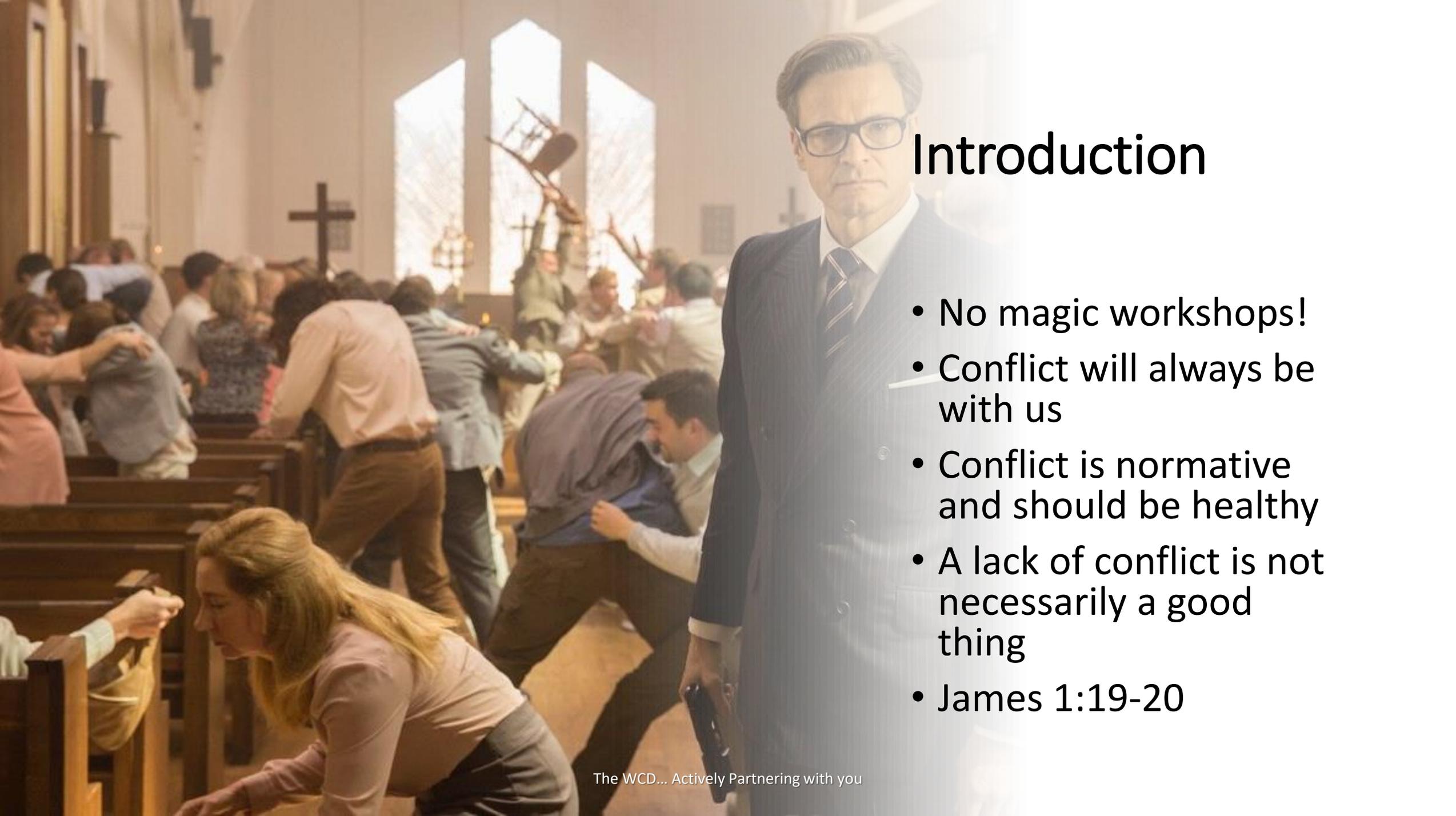
The WCD
May 17, 2022

The WCD... Actively Partnering with you



Outline

- **Introduction**
- Biblical/Theological Reflections
- Personal/Leadership Proactivity
- Proactive Resources
- Navigational Tips
- Organizational Proactivity
- Interaction

A man in a dark suit, white shirt, and striped tie, wearing glasses, stands in the foreground of a church. He is looking directly at the camera with a serious expression. In the background, a church service is in progress. People are seated in wooden pews, some with their hands raised in prayer. A large cross is visible on the wall behind the congregation. The lighting is warm and natural, coming from large windows in the background.

Introduction

- No magic workshops!
- Conflict will always be with us
- Conflict is normative and should be healthy
- A lack of conflict is not necessarily a good thing
- James 1:19-20



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Biblical and Theological Reflection

- The Trinitarian Dance
- The Dividing Wall
- Treatment of the
“Offender”
- Your Wisdom



Trinitarian Dance (Perichoresis)

- *May they be one as we are one...*
 - Jesus (John 17)
- Dance of mutuality
 - Collaboration
 - Submission
 - Honoring



Trinitarian Dance (Perichoresis)

- *May they be one as we are one...*
 - Jesus (John 17)
- In your breakout group
 - *How could I (we) better enter and emulate the Trinitarian dance as we navigate conflict?*



Trinitarian Dance (Perichoresis)

- *May they be one as we are one... then the world will know that God loves them... and that God sent (Jesus)*
 - Jesus (John 17)
- It is a dance of missional efficacy



The Dividing Wall

- *(Jesus) is our peace, who has made the two one and has destroyed the dividing wall of hostility...*
 - Paul (Ephesians 2)



The Dividing Wall

- *(Jesus) is our peace, who has made the two one and has destroyed the dividing wall of hostility...*
 - Paul (Ephesians 2)
- In the chat box write
 - *What are the issues that build up the dividing wall today?*



The Dividing Wall

Your Turn...

- *(Jesus) is our peace, who has made the two one and has destroyed the dividing wall of hostility...*
 - Paul (Ephesians 2)
- In your breakout group...
 - *How can Jesus functionally become peace and tear down the current walls of division?*



Treatment of the “Offender”

- *One of you will betray me – one who is eating with me... one who dips bread into the bowl with me...*
 - Jesus (Mark 14)
- Betray
- Asleep
- Abandon
- Deny



Treatment of the “Offender” Your Turn...

- *One of you will betray me...*
 - Jesus (Mark 14)
- In your group
 - *How could I (we) better emulate Jesus to those who have (betrayed, denied, abandoned) me (us)?*



Biblical and Theological Reflection: Your Turn...

- In your breakout group dialogue around and then suggest to the larger group one or two additional biblical or theological concepts that could inform how we can more effectively navigate conflict



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Navigating Conflict Proactively: Personal/Leadership

- Dealing with your Amygdala Hijack
 - Balcony
 - Choices Map
 - Planned Response
- Dealing with Criticism
- Becoming a Non-Anxious Presence
- Practicing Social Intelligence/Mirroring
- Watch your “Dashboard”
- Your Wisdom

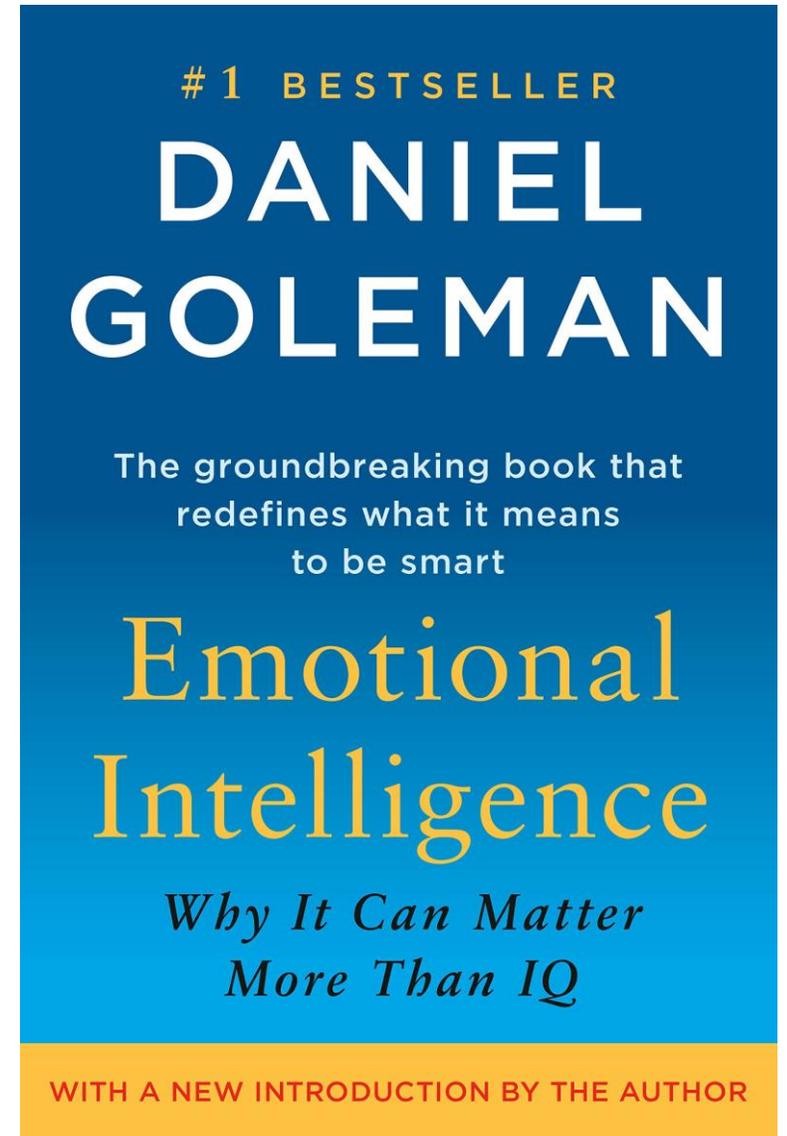


The Amygdala Hijack...

- <https://www.youtube.com/watch?v=PglInxZfUc>

Common Triggers for an Amygdala Hijack

- Feeling a lack of respect
- Feeling unappreciated
- Feeling unheard
- Feeling that you have been treated unfairly
- Someone else getting credit for your work





Common Responses to an Amygdala Hijack

- Flight
- Fight
- Freeze
- Appease



Amygdala Hijack Your Turn...

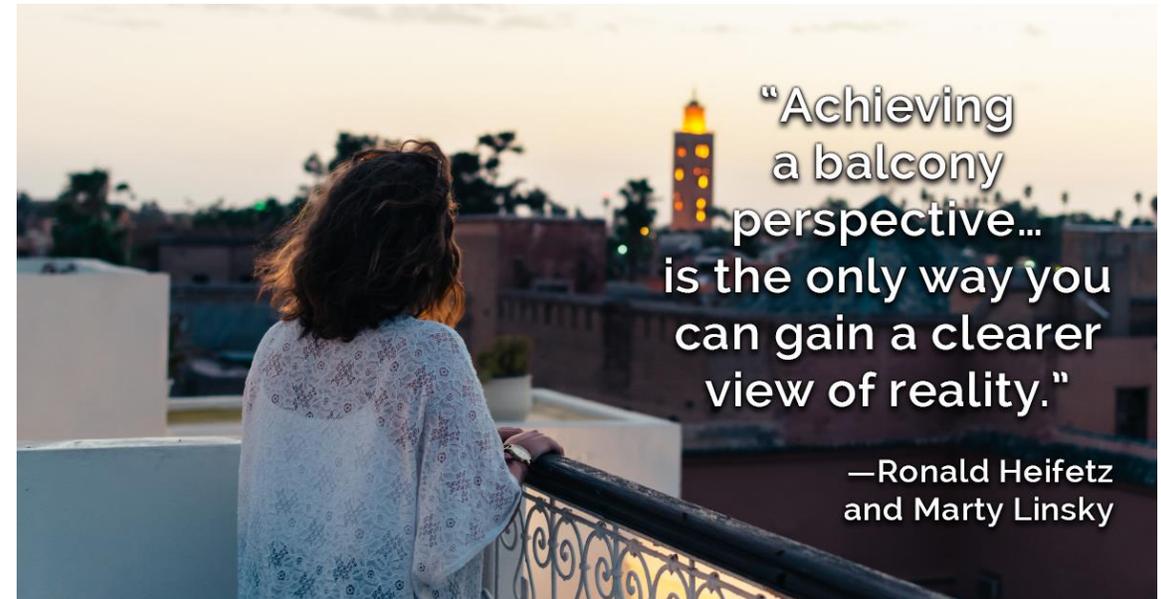
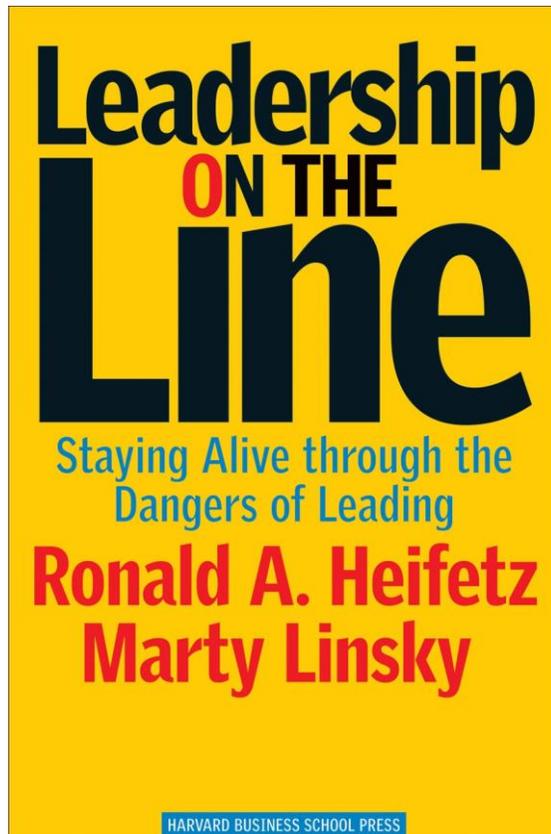
- In your group, share what “hijack’s” you and do your best to explain why. The “why” often includes...
 - Fear of loss
 - Security
 - Sense of self threatened
 - Ego damaged
 - Etc.

Dealing with your Amygdala Hijack

- *Why are you so angry... sin is crouching at your door, it desires to have you, but you must master it.*
 - Genesis 4:1-16
- *In your anger do not sin...*
 - Ephesians 4:17-32
- *Be quick to listen, slow to speak, and slow to get angry, because the anger of humans does not bring about the righteous life God requires.*
 - James 1:19-20

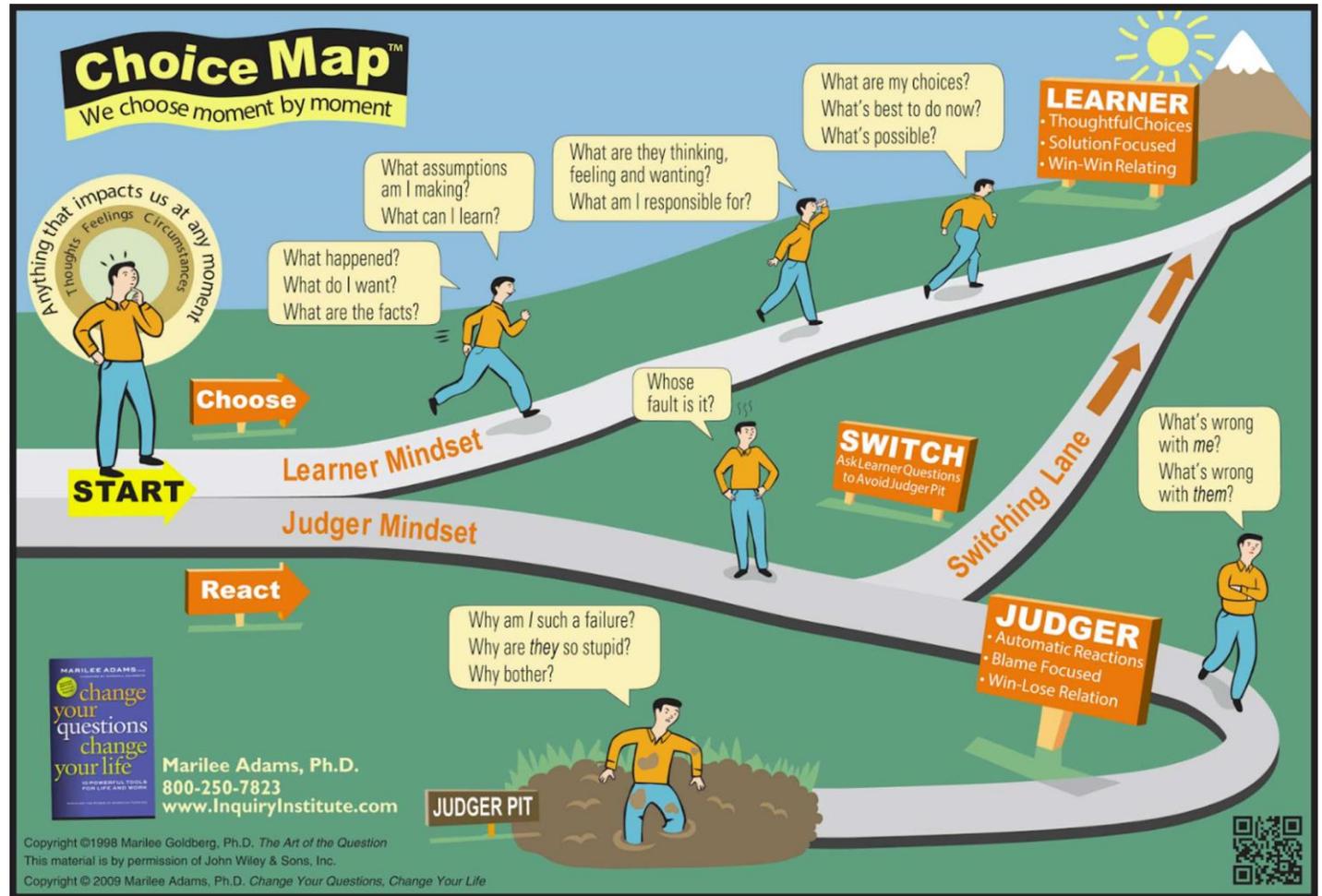


Dealing with your Amygdala Hijacks: Balcony Response



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Dealing with your Amygdala Hijacks: Choice Map



Choice Map™

We choose moment by moment



START

Choose

React

Learner Mindset

Judger Mindset

Switching Lane

LEARNER

- Thoughtful Choices
- Solution Focused
- Win-Win Relating

SWITCH
Ask Learner Questions to Avoid Judger Pit

JUDGER

- Automatic Reactions
- Blame Focused
- Win-Lose Relation

What assumptions am I making?
What can I learn?

What happened?
What do I want?
What are the facts?

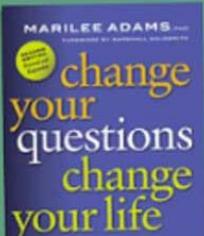
What are they thinking, feeling and wanting?
What am I responsible for?

What are my choices?
What's best to do now?
What's possible?

Whose fault is it?

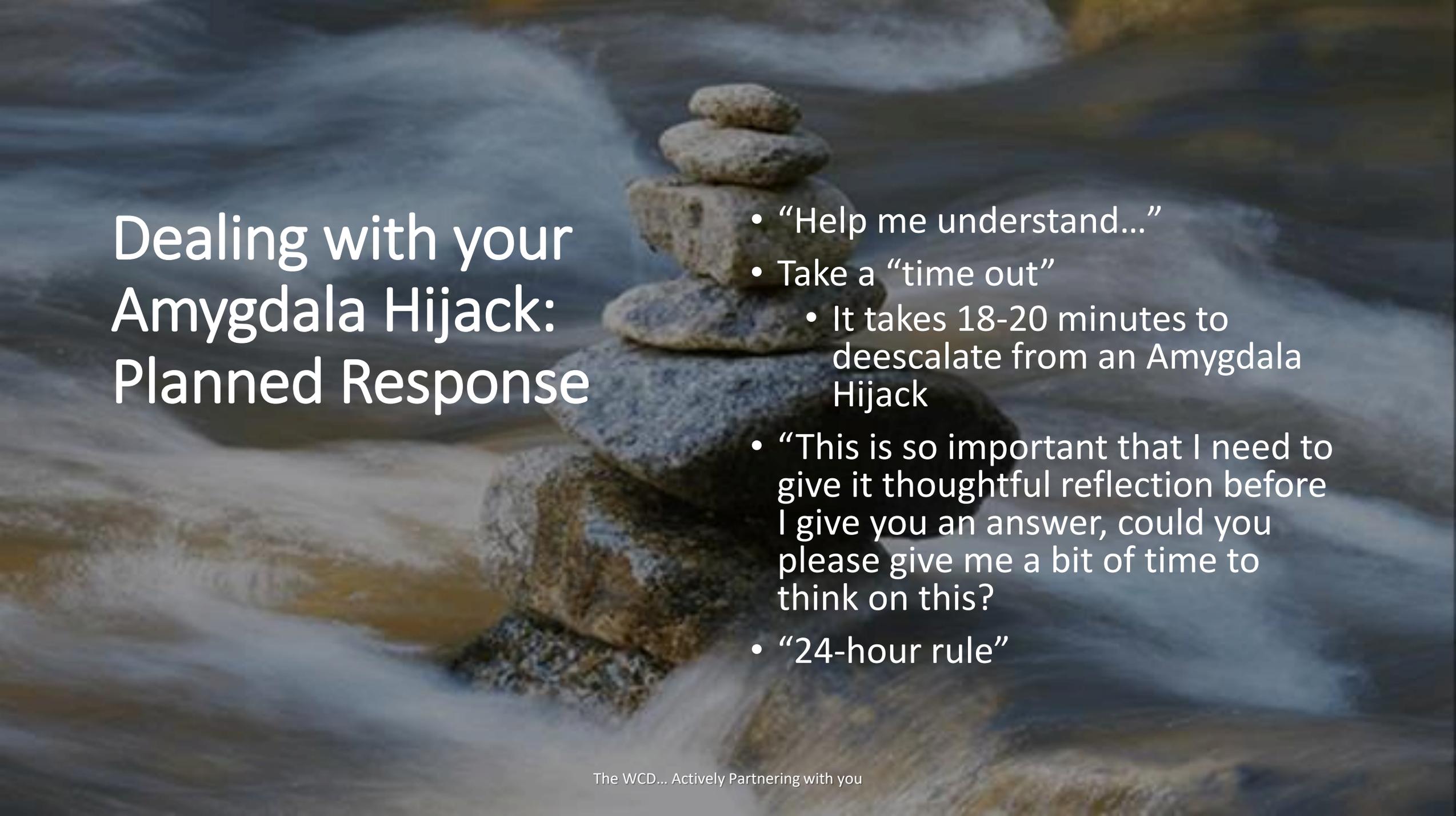
What's wrong with me?
What's wrong with them?

Why am I such a failure?
Why are they so stupid?
Why bother?



Marilee Adams, Ph.D.

The WCD... Actively Partnering with you



Dealing with your Amygdala Hijack: Planned Response

- “Help me understand...”
- Take a “time out”
 - It takes 18-20 minutes to deescalate from an Amygdala Hijack
- “This is so important that I need to give it thoughtful reflection before I give you an answer, could you please give me a bit of time to think on this?”
- “24-hour rule”

Dealing with your Amygdala Hijack Your Turn...

- In your group share what approaches to your Amygdala Hijacks have worked well for you... be ready to share the thoughts with the broader group!

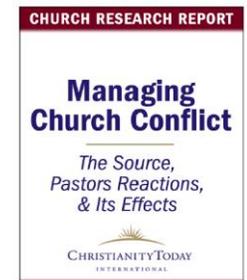
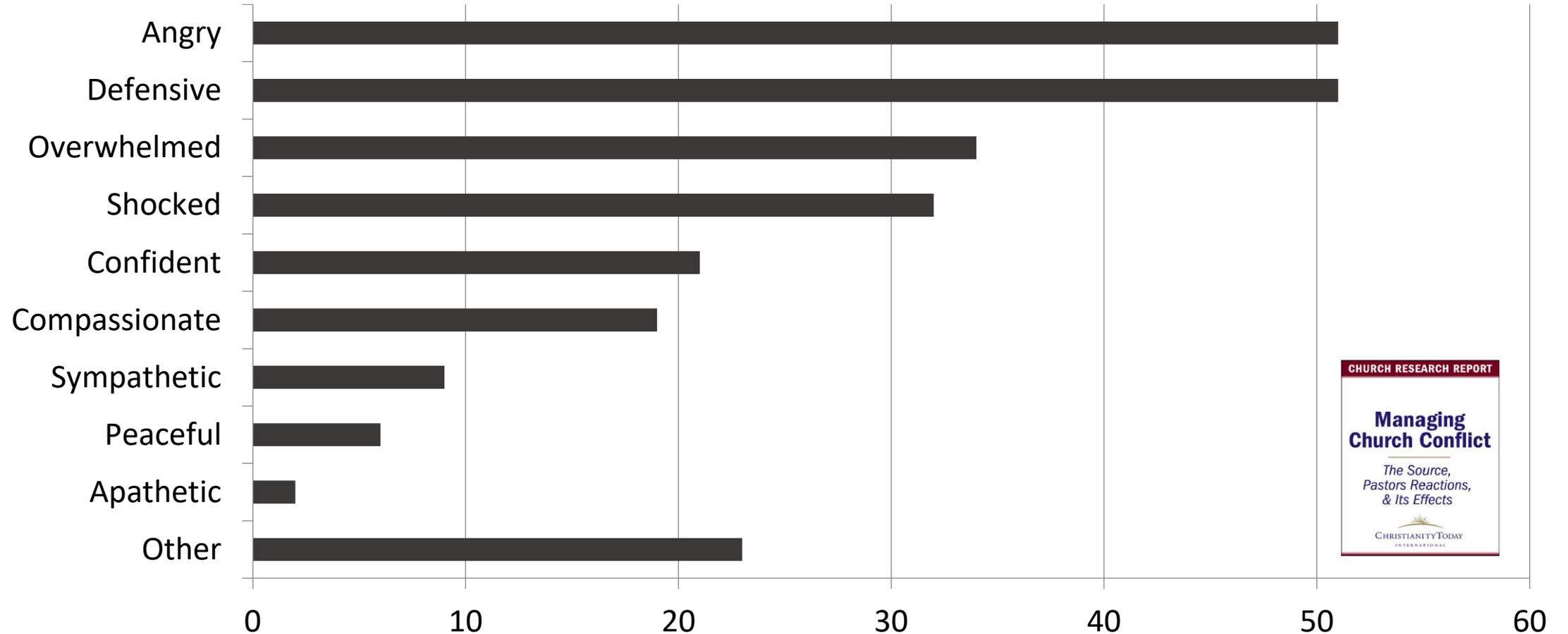


Dealing with Criticism

- Those who lead well by facilitating the discernment of and participation in the mission of God... will be criticized!
- Those who lead less well... will be criticized!
- During this season of Covid our leaders have been criticized from all sides!
- Your turn... in the chat box type in some things you have been criticized for.



Responding to Criticism



Dealing with Criticism

- The two most common responses by pastors were "anger" and "defensiveness." Half experienced these knee-jerk feelings when they initially became aware of the conflict. One-third said they were "overwhelmed" or "shocked."



Dealing with Criticism

- *A gentle answer turns away wrath, but a harsh word stirs up anger.*
 - Proverbs 15:1
- *...the Lord's servant should not quarrel.*
 - 2 Timothy 2: 22-26
- *...act justly, and to love mercy, and to walk humbly with your God.*
 - Micah 6:8
- *Be quick to listen, slow to speak, and slow to become angry...*
 - James 1:19-20



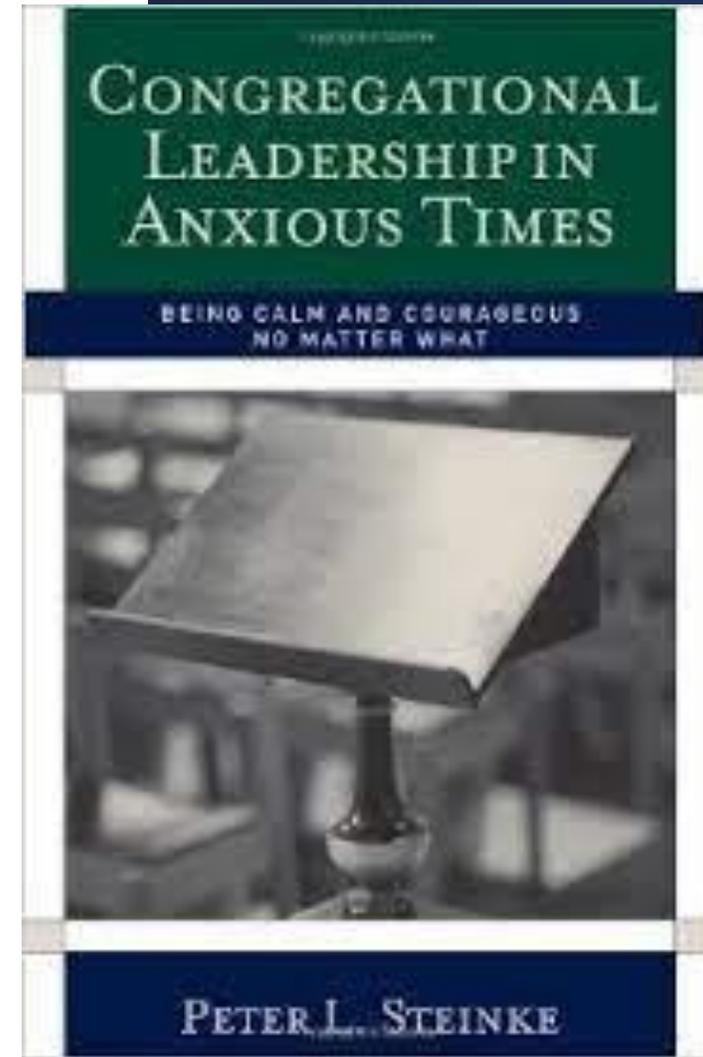
Criticism can “Hijack” you

- Don't get “hijacked” by your amygdala. (*Emotional Intelligence*)
- When we can create options of response (“...be quick to listen and slow to speak...”) we divert our mental pathway away from the amygdala (the primal fight/flight/freeze portion of the brain) and make emotionally intelligent responses. (*Primal Leadership*)



Dealing with Conflict Proactively: Non-Anxious Presence

- “The capacity to self-manage is sometimes referred to as being a ‘non-anxious presence.’”
- “Congregations can be influenced by the steady and calm presence of their leadership. The leader’s self-command can stabilize the whole system, despite the pervasive anxiety that exists and infiltrates the whole community.”



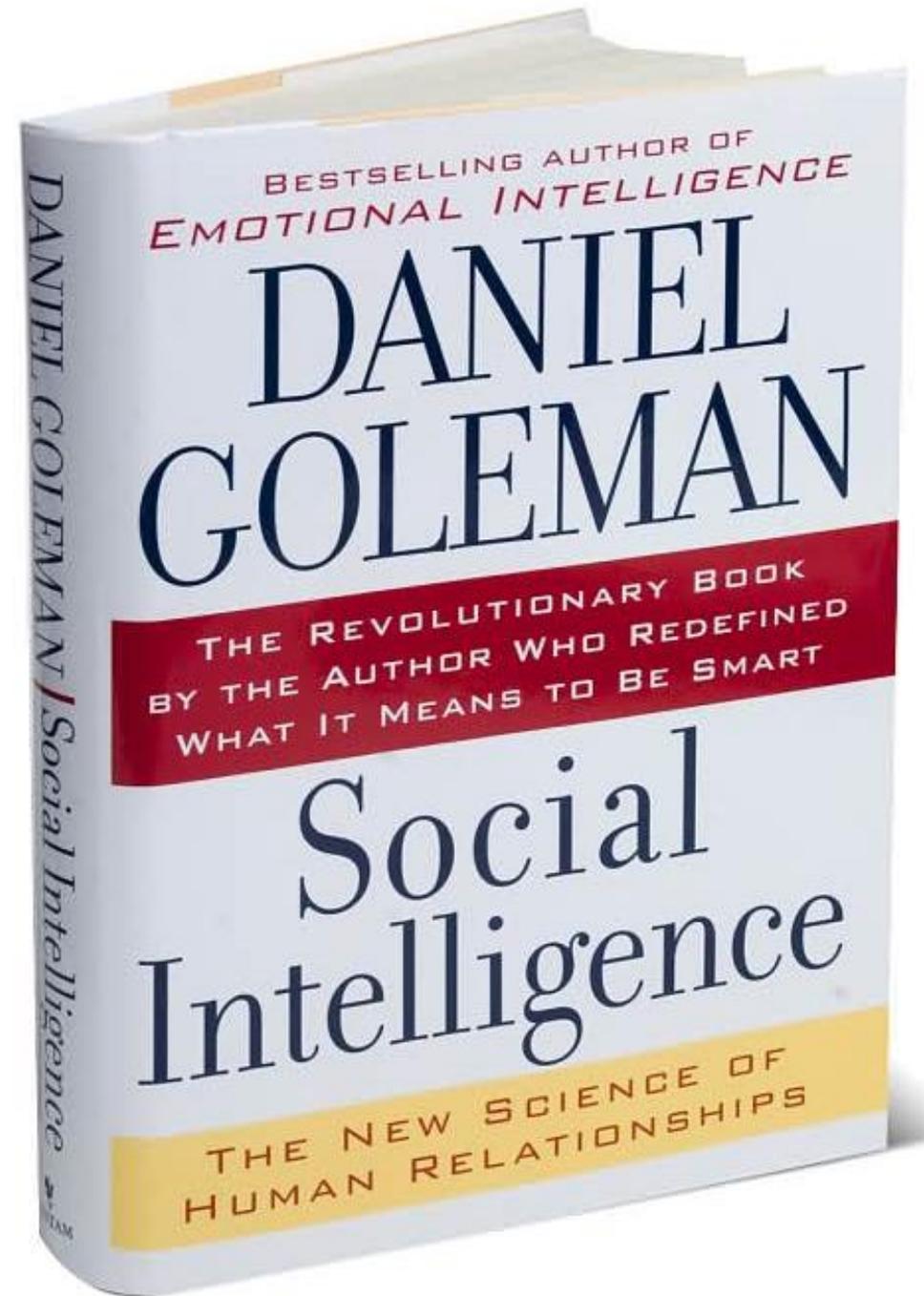


Dealing with Conflict Proactively: Non-Anxious Presence

- *...agree with each other in the Lord... do not be anxious about anything... whatever is true, noble, right, pure, lovely, admirable, excellent, praiseworthy, put into practices and the peace of God will be with you.*
 - Philippians 4:2-9

Growth in Social Intelligence (Social Mirroring)

- https://www.youtube.com/watch?v=hoo_dIOP8k&list=PL178CA240E1F56721&index=8
 - 39:30-45:23
 - 49:00-50:36



Growth in Social Intelligence (Social Mirroring)

- Resonates well the concept of a “Non-Anxious Presence”
- It also correlates with the work of Edwin Friedman (*A Failure of Nerve*), and Peter Steinke (*Congregational Leadership in Anxious Times*)
- Lessons from a Montessori Guide
 - Full attention/direct eye contact
 - Listen first
 - Dialogue in the manner that you would have the distressed person mirror
 - Allow time for the connection
 - A soft answer will deescalate a conflict!



Dealing with Conflict Proactively: Watch your Dashboard

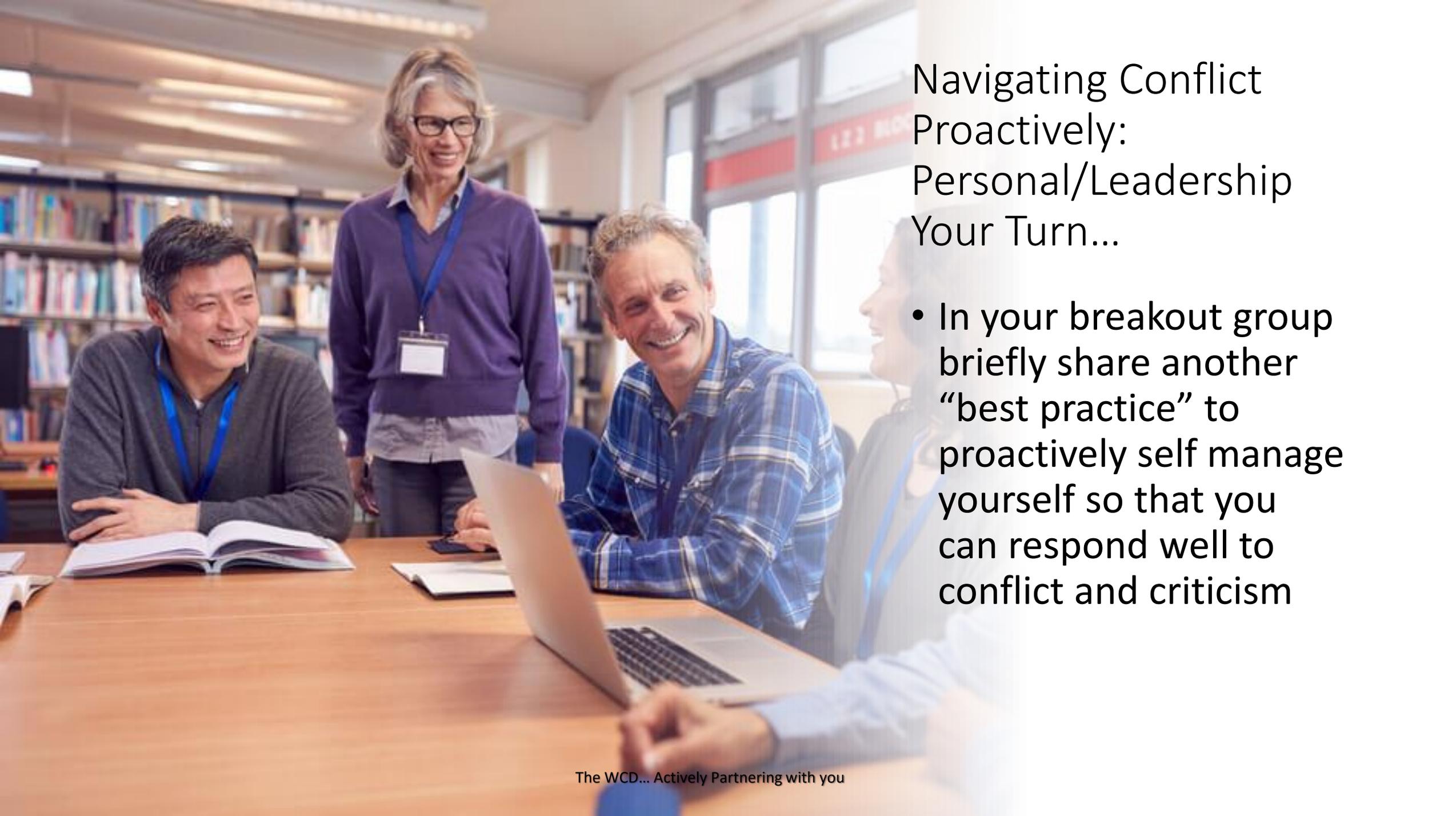
<https://www.youtube.com/watch?v=dbpFpjLVabA>



Dealing with Conflict Proactively: Watch your Dashboard

- Sleep
- Exercise
- Diet
 - You can't outrun your mouth!
- Sabbath
- Fun
- Water
- IMO: Avoid legal and illegal chemicals
- IMO: Avoid M&M's ☹️





Navigating Conflict Proactively: Personal/Leadership Your Turn...

- In your breakout group briefly share another “best practice” to proactively self manage yourself so that you can respond well to conflict and criticism

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Resources for Navigating Conflict Proactively

- Self Assessment Tools
 - Examining your Attitude and Actions
 - Examining your Heart and Speech
 - Conflict Drama: Hero, Villain, Victim
- Covenant of Safety
- Intensities of Congregational Conflict Chart
- “They Will Know We Are Christians...” Brochure
- 4D: Discover, Develop, Deploy, Deputize

Covenant of Safety

I covenant before God, and my sisters and brothers from my church family that this will be a safe meeting that seeks as its objective understanding and reconciliation.

This meeting and this church will be a safe place in that I commit myself to...

- Live in death to self and life in Christ;
- Seek to discern Christ's agenda, not push my own agenda
- Seek first to understand and respect the perspective of the other before I seek to share my own perspective
- Confidentiality, that what is said in this meeting is kept in this meeting
- Grant and receive forgiveness, just as Christ has forgiven me
- Assume the best in "the other"
- Accept and love those whose perspective is different than my own
- Address issues not the person
- Hold my "truth" with humility

This meeting and this church will be a safe place that is free from...

- Angry outbursts
- Verbal abuse
- Attacks on any person or group of people
- Naming names of individuals or groups of people
- Admission of hearsay as evidence against anybody
- Presupposition about what someone else is thinking or why they are doing something
- Name calling and verbal and non verbal responses that are demeaning to the other party
- Secret agendas and veiled accusations
- Private recordings
- Sharing of information on social media

This meeting will be conducted with the following guidelines

- One person speaks at a time and is not to be interrupted or corrected in any fashion
- All people will have an opportunity speak once before anyone speaks twice on any issue
- We will give our full attention to the speaker and refrain from engaging in (verbal or electronic) side conversations, text during this meeting
- At this meeting the chairperson reserves the right to limit the length of time people speak and to call out other responses that are deemed by the chair to be not in keeping with the spirit of all that is written above

From
“Every Congregation
Needs A Little Conflict”
(Bullard)

INTENSITY 1	INTENSITY 2	INTENSITY 3	INTENSITY 4	INTENSITY 5	INTENSITY 6	INTENSITY 7
Healthy	Healthy	Healthy	Transitional	Unhealthy	Unhealthy	Unhealthy
Getting to Yes!	Getting to Yes!	Getting to Yes!	Getting Past no!	Getting to Neutral!	Getting to Neutral!	Getting to Neutral!
Identifiable Task – Oriented Issues with Many Solutions	Relationship- Oriented Disagreements over Multiple Issues	Competition within a Group or between Groups	Congregational- Wide Competition with Voting	Congregational- Wide Combat with Organizational Causalities	Pursuit of People beyond the Congregation Focused on their Integrity	Intentional Physical Harm to People or Congregational Facilities
Win-Win	Win-Win	Win-Lose	Win-Lose	Lose-Leave	Lose-Lose	Lose-Lose
Conflict Resolution	Conflict Resolution	Conflict Mediation	Conflict Mediation	Conflict Management	Conflict Management	Conflict Management
[Chaplain or Personal Coach]	[Chaplain or Personal Coach]	[Team Coach or Mediator]	[Organizational Coach, Mediator or Consultant]	[Consultant or Arbitrator]	[Arbitrator or Attorney]	[Law Enforcement]
----- ----- <i>Collaborate</i> <i>Persuade</i> <i>Accommodate</i> <i>Avoid</i> <i>Support</i>	----- ----- <i>Collaborate</i> <i>Persuade</i> <i>Accommodate</i> <i>Avoid</i> <i>Support</i>	----- <i>Negotiate</i> <i>Collaborate</i> <i>Persuade</i> ----- ----- <i>Support</i>	<i>Compel</i> <i>Negotiate</i> <i>Collaborate</i> ----- ----- <i>Support</i>	<i>Compel Negotiate</i> ----- ----- ----- <i>Support</i>	<i>Compel Negotiate</i> ----- ----- ----- <i>Avoid</i> <i>Support</i>	<i>Compel Negotiate</i> ----- ----- ----- <i>Avoid</i> <i>Support</i>

They Will Know We Are Christians



They will know us by our **LOVE**



4D: Discover, Develop, Deploy, Deputize

- Coming out of the WCD Issachar Project we identified the need for regional/equipped specialists in a variety of areas, including mediating conflict. If this is something you feel you may be called to, we hope to offer training next fall or next year.



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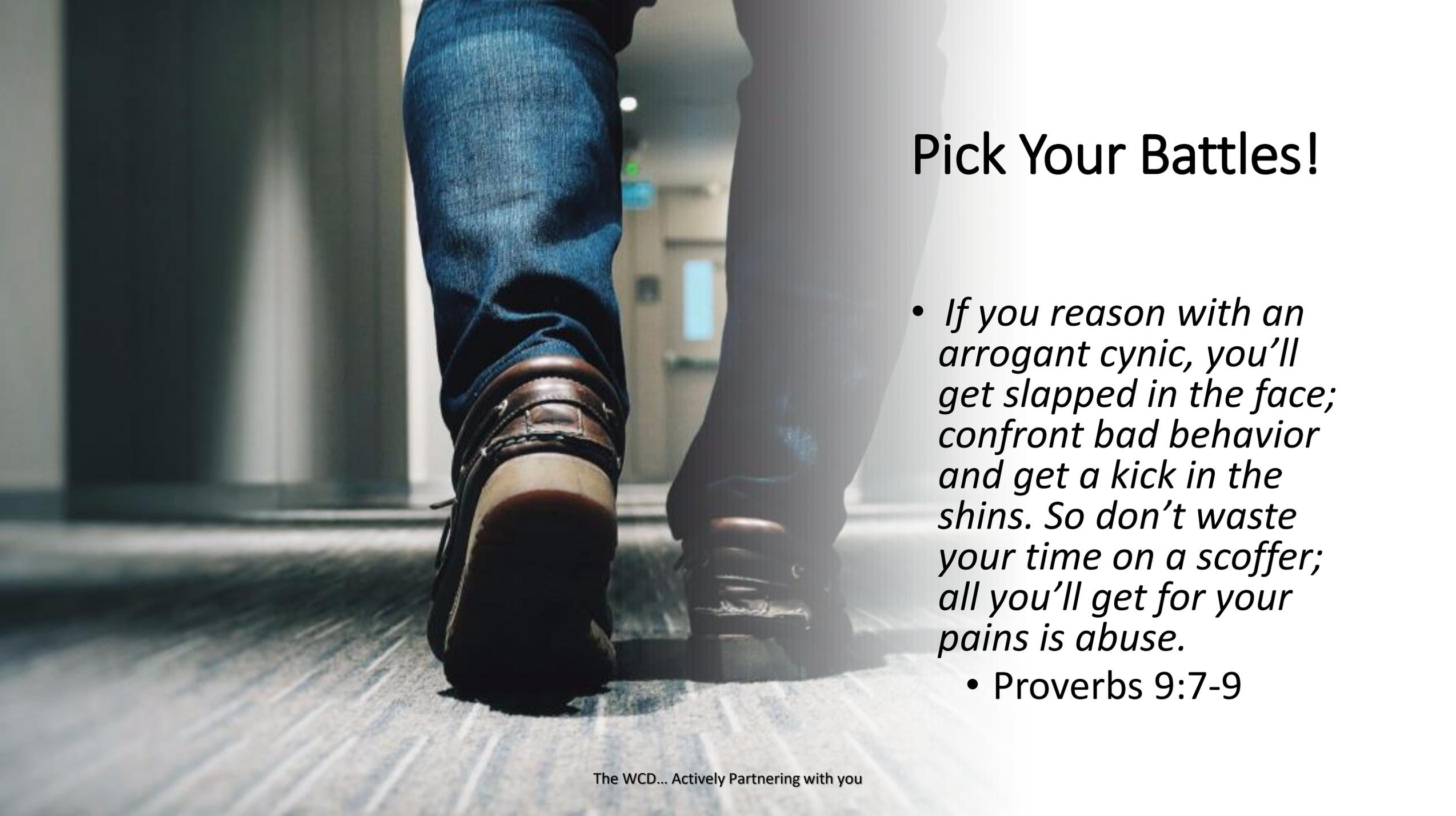
Navigating Conflict Proactively: Tips

- Pick your battles
 - Offend vs damage
- ~~Social Media~~
- Stop “Matthew 18ing” each other
- Call sooner than later
- Remember the patron saints of reconciliation (St. Arbucks & St. Timothy of Hortons)
- Spiritual Authority???
- Your Wisdom

A low-angle, close-up shot of a person's legs from the knees down, wearing blue denim jeans and brown leather shoes with light-colored soles. The person is walking on a blue and white striped carpet. The background is a blurred indoor hallway with a door and some lights.

Pick Your Battles!

- *Steer clear of the barking dogs, those religious busybodies, all bark and no bite. All they're interested in is appearances...*
- Philippians 3:1-6 (Msg)

A low-angle, close-up photograph of a person's legs and feet. They are wearing blue denim jeans and brown leather shoes with light-colored soles. The person is walking on a blue and white striped carpet. The background is a blurred indoor hallway with a door and some lights.

Pick Your Battles!

- *If you reason with an arrogant cynic, you'll get slapped in the face; confront bad behavior and get a kick in the shins. So don't waste your time on a scoffer; all you'll get for your pains is abuse.*

- Proverbs 9:7-9

A low-angle, close-up photograph of a person's legs and feet. They are wearing blue denim jeans and brown leather shoes with laces. The person is walking on a light-colored, patterned carpet. The background is a blurred indoor hallway with a door and some lights.

Pick Your Battles!

- *A person's wisdom gives them patience, it is their glory to overlook an offense.*
 - Proverbs 19:11
- *Love covers over a multitude of sins.*
 - 1 Peter 4:7-11

A low-angle, close-up shot of a person's legs and feet as they walk on a blue and white striped carpet. The person is wearing blue denim jeans and brown leather shoes with light-colored soles. The background is a blurred indoor hallway with a door and some lights.

Pick Your Battles!

- Gives time to come down from the Amygdala Hijack
- (IMO) we are too easily offended in our culture... worry more about “damage” than “offense”

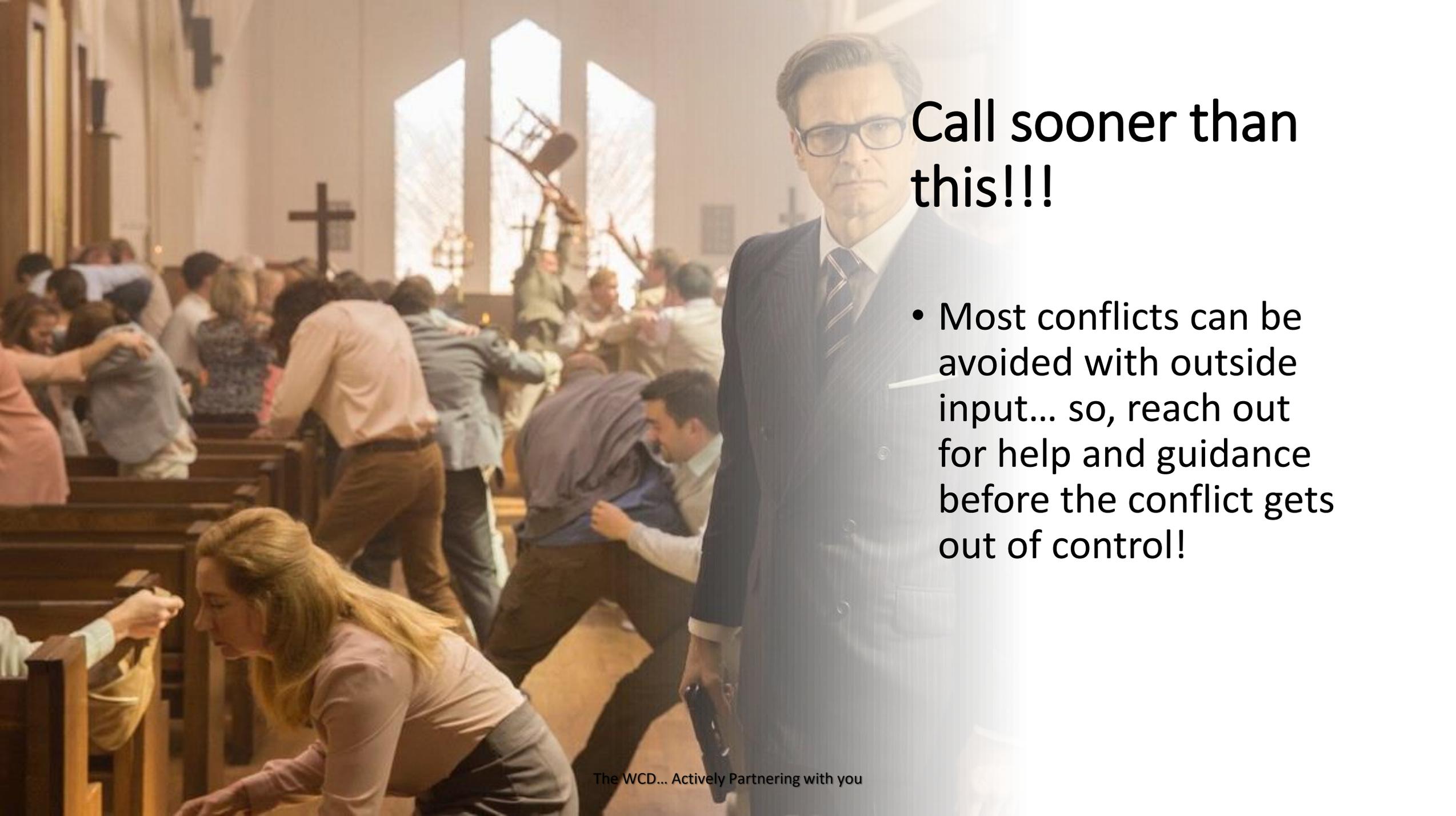
~~Social Media~~

- A study (that I can't cite!) observed our response to emails
 - Positive emails were received as neutral
 - Neutral emails were received as negative
 - Negative emails were received as inflammatory
- Repeat after me...
 - We will never address conflict through any form of electronic or social media

Stop “Matthew 18ing” Each Other!

- *If another believer sins against you, go privately ...take one or two others with you ...take your case to the church.*
 - Matthew 18:15-35
- Those using it tend to be more guilty than those they are accusing (IMO)
- Matthew 18 is not a “stick”
- Jesus was very rule adverse
- Honor the spirit of Jesus and the text





Call sooner than this!!!

- Most conflicts can be avoided with outside input... so, reach out for help and guidance before the conflict gets out of control!



Patron Saints: Arbucks and Timothy of Hortons

- Rather than going the Matthew 18 route or some other form of confrontation, meet your friend for coffee and ask: “Are we okay?”



Spiritual Authority???

- Spiritual Authority does not give us permission for poor, dictatorial leadership!
 - Matthew 20:20-28
- Spiritual Authority means we are first in line to serve others! And, last in line to be served
 - John 13:1-17
 - “Leaders Eat Last” (Sinek)
- Spiritual Authority means we are the first to offer our lives for others
 - 1 Samuel 16, 17
 - Mark 10:45

Proactive Navigational Tips... Your Turn

- In your group share an idea each of ways that you have been able to effectively be proactive in navigating conflict. Be ready to (briefly) share these ideas with the larger group.



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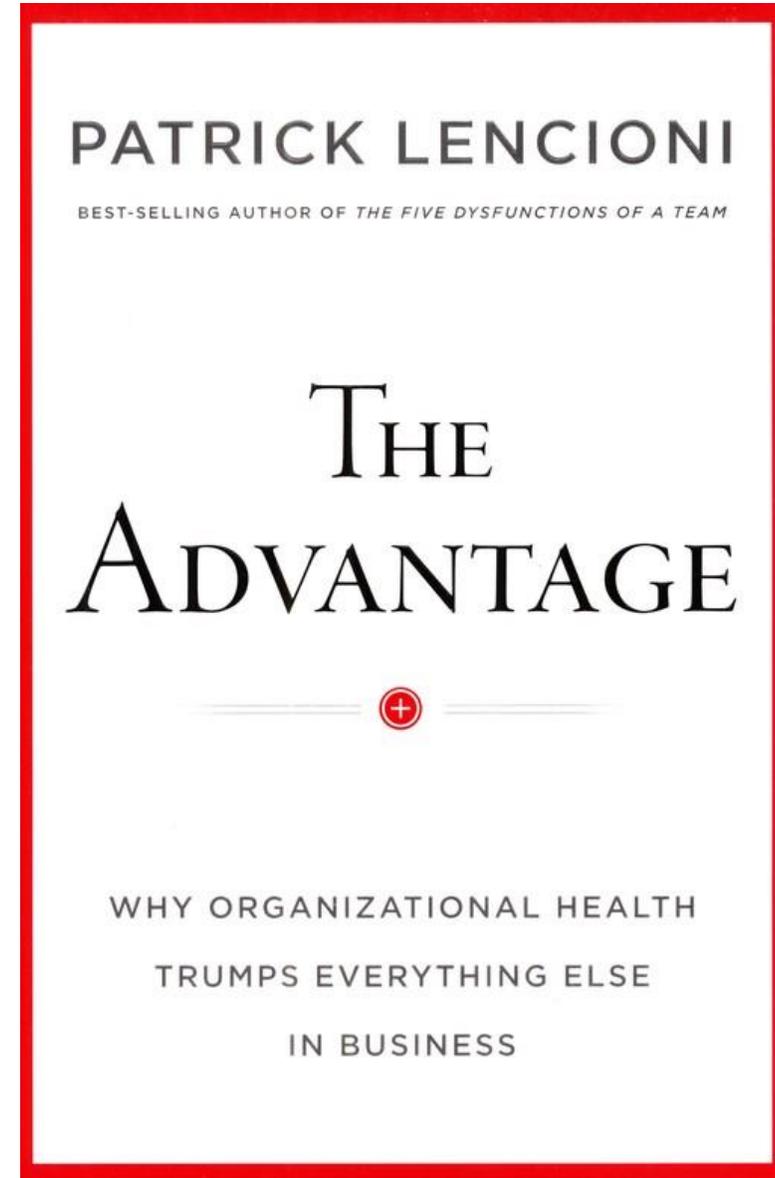
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Organizational Proactivity/Clarity

- “Playbook” (Clarity on six key questions)
- Gallup’s Hierarchy
- Clarity of Philosophy
- Clarity of Leadership Roles/Processes
- “Safe Places”
- Your Wisdom

Playbook Summary

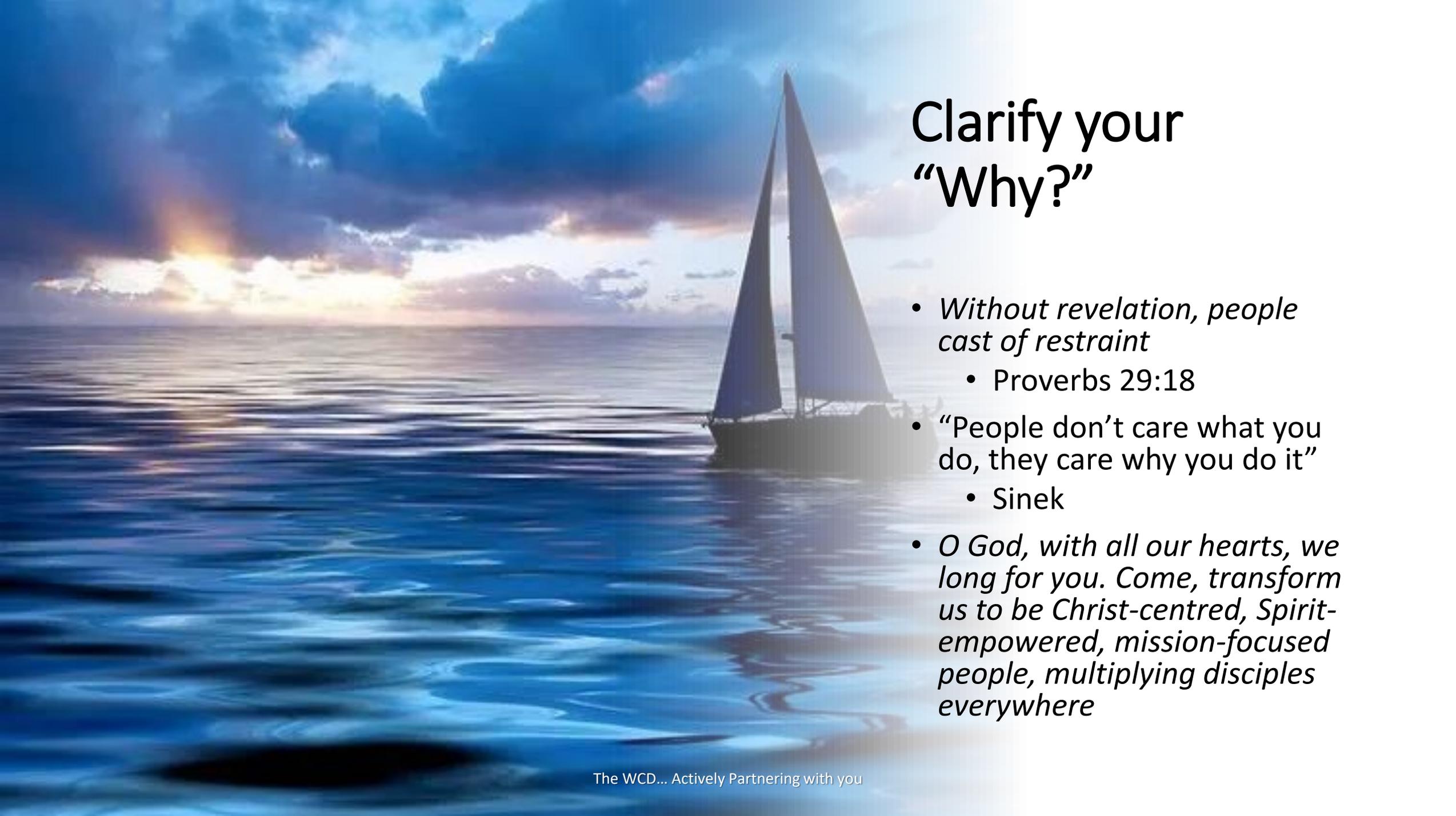
<https://www.youtube.com/watch?v=TXDKo6zT6U8>





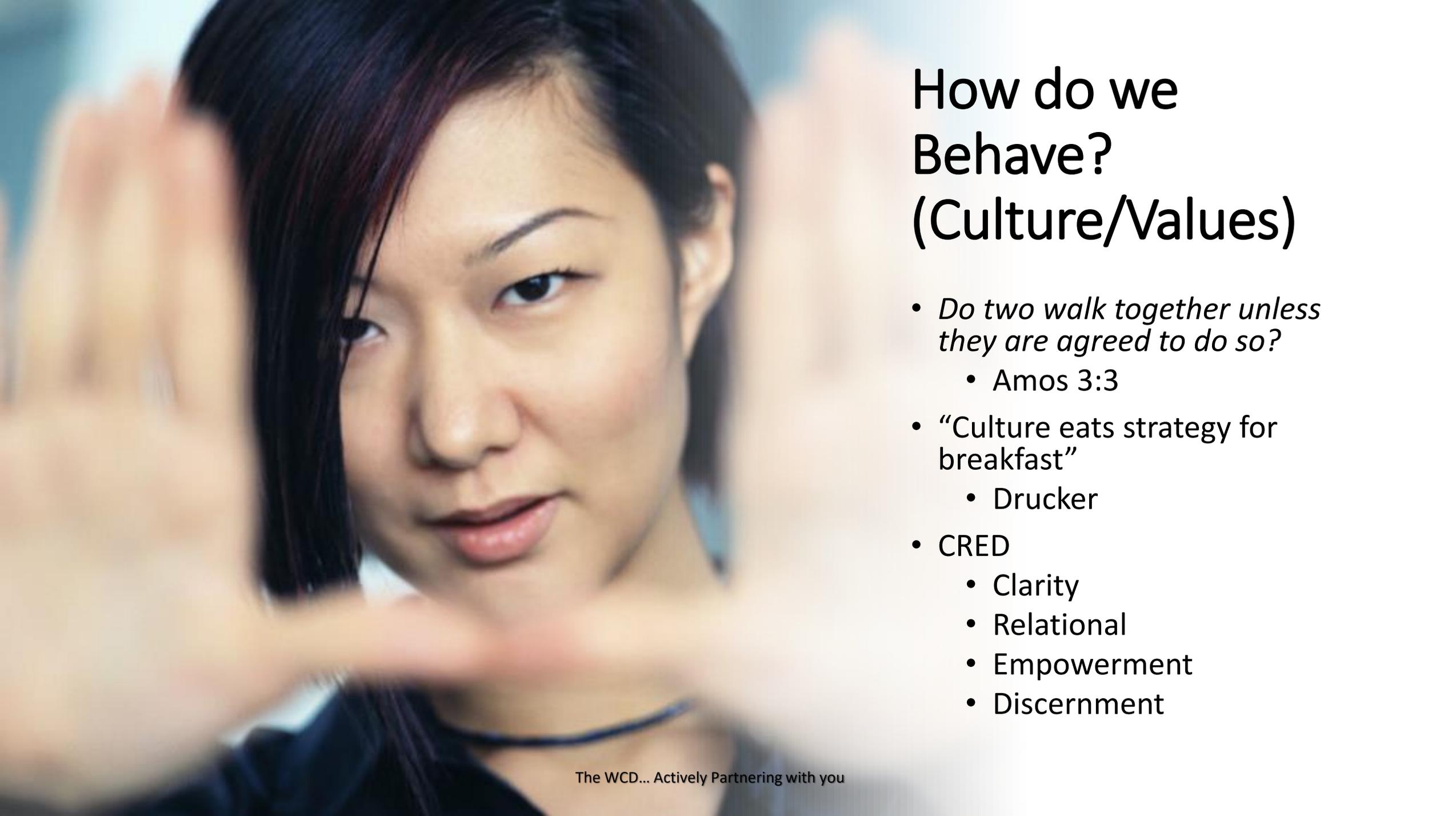
Organizational Clarity: “Playbook”

- What is your “Calling” your “Why?”
- How do we behave; your culture/values?
- What do we do; your mission?
- How will we succeed; your strategic anchors?
- Who does what; your MAP?
- What’s most important right now?

A sailboat with two sails is on the ocean at sunset. The sun is low on the horizon, creating a bright glow and reflecting on the water. The sky is filled with dark, dramatic clouds. The overall mood is serene and contemplative.

Clarify your “Why?”

- *Without revelation, people cast of restraint*
 - Proverbs 29:18
- “People don’t care what you do, they care why you do it”
 - Sinek
- *O God, with all our hearts, we long for you. Come, transform us to be Christ-centred, Spirit-empowered, mission-focused people, multiplying disciples everywhere*



How do we Behave? (Culture/Values)

- *Do two walk together unless they are agreed to do so?*
 - Amos 3:3
- “Culture eats strategy for breakfast”
 - Drucker
- CRED
 - Clarity
 - Relational
 - Empowerment
 - Discernment

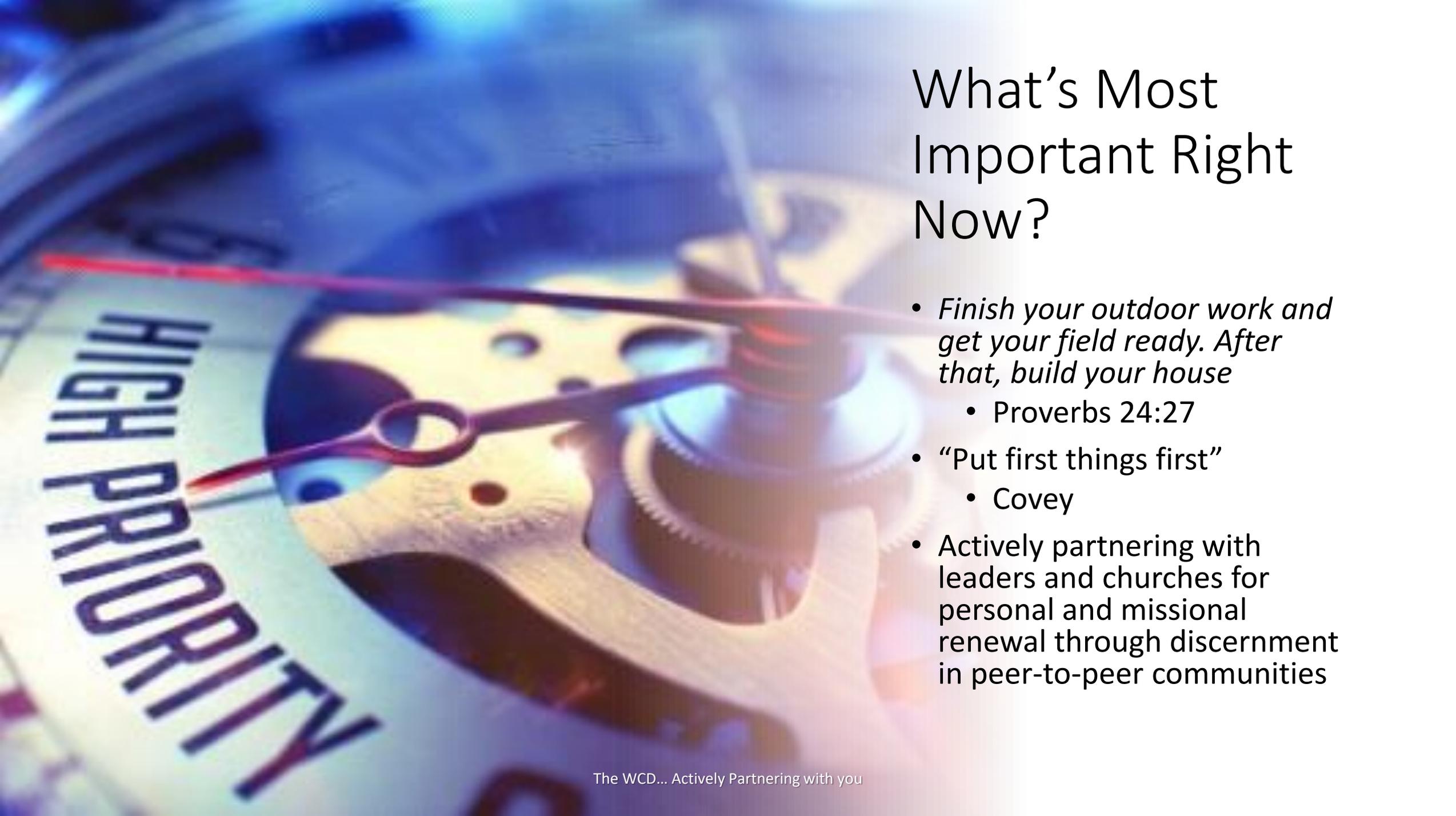
What do we do?

- *You will receive power when the Holy Spirit comes on you; and you will be my witnesses...*
 - Acts 1:7-8
- *Through Jesus, God is reconciling all things to himself*
 - Colossians 1:1-23
- *We actively partner with leaders and churches to make disciples, seek renewal, and reach the least reached everywhere*

How will we Succeed?



- *He cuts off every branch in me that bears no fruit, while every branch that does bear fruit, he prunes so that it will be even more fruitful*
 - John 15:1-17
- Discernment
- Development
- Resources
- Encouragement
 - All for leaders and churches to experience their Greatest Kingdom Impact



What's Most Important Right Now?

- *Finish your outdoor work and get your field ready. After that, build your house*
 - Proverbs 24:27
- “Put first things first”
 - Covey
- Actively partnering with leaders and churches for personal and missional renewal through discernment in peer-to-peer communities

Who does what?

- *Write down the revelation (Ministry Action Plan) and make it plain so that a herald may run with it*
 - Habakkuk 2:2
- Development of a clear ministry action plan!

Gallup Engagement Hierarchy



Clarity of Philosophy



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Clarity of the Leadership Role/Process

- *The rulers of the gentiles lord it over them... and exercise authority over them. No so among you!*
 - Matthew 20:20-28
- An empowering leader is a **PERSON** who influences and inspires **PEOPLE** through engaging and empowering **PROCESSES** to create a co-shaped and co-owned **PLAN** for the future while developing and deploying the **PERSON**





“Safe Places”

- Creating safe spaces for open dialogue around areas of tension (before they become too conflicted) with good ground rules can be very effective.
- These should be nonbinding conversations.
- The goal is to better understand multiple perspectives on any issue, not push the “right” agenda.



Organizational Proactivity/Clarity Your Turn...

- In your group share one “best practice” that has empowered your church (or organization) to be more proactive in navigating or even avoiding conflict. Be ready to share with the whole group

A large group of people, likely a church congregation, are shown in a sanctuary. Many individuals are engaged in warm interactions, including hugging and placing hands on each other's shoulders. The scene is filled with a sense of community and support. The lighting is soft and warm, creating a welcoming atmosphere. The background shows rows of people seated in pews, with some standing and interacting. The overall mood is positive and communal.

Interactions

Are there closing comments
or questions we could interact
around?

Navigating Conflict Proactively



The WCD
May 17, 2022

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