

Pre-Work

a) How does conflict make you feel?

b) When have you witnessed conflict being addressed in a constructive way?

Step 1:

a) Can you think of a time in which conflict led to better outcomes and/or teamwork?

b) Have you ever experienced conflict intensifying rapidly?

WHAT IS CONFLICT?

Conflict is a process that begins when an individual or group perceives differences and opposition between itself and another individual or group about interests, beliefs, values, or practices that matter to them. — DE DREUE & GELFAND (2008)

Types of Conflict

- Intrapersonal** within oneself (e.g., values vs. responsibilities).
- Interpersonal** between individuals.
- Intragroup** within a team/ministry.
- Intergroup** between groups (e.g., ministries competing for space).
- Passive-Aggressive** indirect resistance (e.g., avoidance, sarcasm).
- Community/Organisational** broader disputes across the congregation.

Conflict Intensity



Glasl’s Nine Stages of Conflict



— FRIEDRICH GLASL (1982)

Step 2:






a) Why do you think most people find conflict unsettling?

b) What spiritual resources do we have in the face of conflict (and for when conflict goes unresolved)?

Step 3:

a) Which of these styles most reflects how you typically respond?

b) What are advantages/disadvantages?

ADVANTAGES	DISADVANTAGES
	
	
	
	
	

c) Complete and score the questionnaire

d) Compare at your table

CONFLICT MANAGEMENT STYLES

Pause — Look — Consider — Act

COMPETING
Asserting your own position firmly, even if it means the other person doesn't get what they want

COLLABORATING
Engaging fully with the other person to explore solutions that work for both

COMPROMISING
Finding a mutually acceptable middle ground where each gives up something.

AVOIDING
Not addressing the conflict directly, either by delaying or withdrawing from it

ACCOMMODATING
Setting aside your own preferences in order to meet the other person's needs

COOPERATIVENESS

— ADAPTED FROM THOMAS & KILMANN (1975)

Individual Homework

(a) Share your conflict management style with someone who knows you well — ask them when they see this as helpful and when as a hindrance (b) If there a conflict in your team (or another frontline) at the moment — consider what you've learnt (about yourself, the nature of conflict, and how best to approach) and consider how to approach it.

Team Homework

Are there areas of disagreement that would be assisted by addressing it together?