



Communication and Conflict Resolution | Handout

Women's Ministries - Leadership Certification Program

Everybody wants to hear and be heard.

“Being heard is so close to being loved, that to the average person, they are almost indistinguishable.” -Daniel Augsberger

We see things: not as **they** are but as **we** are.

React | Things to avoid

- Plow forward: using words that compel or convince someone to come to our matter of thinking. Cut someone off, dismiss them, threaten. Dominating or manipulating.
- Pull back: avoiding the conflict all together, withholding information, using sarcasm or sugar coat.

Five Helpful Approaches

- | | |
|-----------------------|----------|
| 1. Avoid | Wait/See |
| 2. Force | Win/Lose |
| 3. Accommodate | Lose/Win |
| 4. Compromise | Lose/Win |
| 5. Collaborate | Win/Win |

Pray

- Call, I'll answer – Jeremiah 33:3
- Clean heart, right spirit – Psalm 51
- Confess, forgive, cleanse – 1 John 1:5-10
- Searched me, know me, lead me – Psalm 139:1-10
- Understand errors, cleanse from secret faults – Psalm 19:12-14

Empathy

- Take other person seriously
- Consider feelings, attitudes
- Respect experience, values
- No judgement, no blame

Roadblocks

- Devalue: criticize, name calling, threaten, manipulate
- Dishearten: minimize their concerns, divert a conversation to ourselves
- Diminish/deny



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1. Safe Space: Heard = Loved

- What do I want?
 - For me
 - For them
 - For relationship

2. Needs

3. Share

- Active – no interrupting
- Understand - Empathy
- Repeat for clarification
- “I” statements
- Apologize
- And/but
- I don't/I do

4. Next Steps

- Who, what, when

5. Give and Take

Philippians 2

- One accord
- Nothing selfish
- Esteem others better
- Look out for others