

Difficult Conversations: Tools for Facing & Resolving Conflict

Welcome to this workshop. We all experience conflict in our lives and none of us likes it. We hope this workshop provides valuable tools to address conflict productively, and helps you to understand the transforming power of moving along the journey of reconciliation. Use these pages to take notes and reflect your observations and thoughts.

***Note that you will not be required to share anything on this page or your worksheet.*

- *Compare our culture's standard with the Jesus standard for facing and resolving conflict.*

EXERCISE 1: On your worksheet, describe three current conflicts in your life. They may be occurring in family, social, church or work relationships.

EXERCISE 2: On your worksheet, note your primary style of dealing with conflict in each of your examples:

- Competing
 - Accommodating
 - Avoiding
 - Compromising
 - Collaborating
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- *Tool #1: Learning Conversation vs. Message Delivery Conversation*

- *Conflict resolution may include forgiveness.*
 - what *forgiveness is*, and what it **is not**

- *Conflict resolution may include forgiveness (continued...)*
 - benefits of forgiving

- damage of not forgiving

- *Reconciliation is a journey and can reflect a broad spectrum of degrees of closeness and healing*
 - How might undertaking a journey towards a reconciliation transform you?

Real life conflicts	Your conflict style	Blame you are assigning	Contributions that may be possible	Intentions you are attributing