



Conflict
Identification
Training
for Liaisons

A close-up photograph of a person's hand, wearing a blue ribbed sweater, gently touching the surface of calm water. The hand is positioned on the left side of the frame, with fingers slightly spread. The water is a deep blue, and the hand's reflection is clearly visible on the surface. The background is a soft, out-of-focus blue.

We will:

- *Yodafy Presuppositions of Conflict

- *Identify a Theology for
Human Relationships

- *Re~learn Triangles

- *Memorize the Five
Levels of Conflict

- *Evaluate Four Ways of
Dealing with Conflict

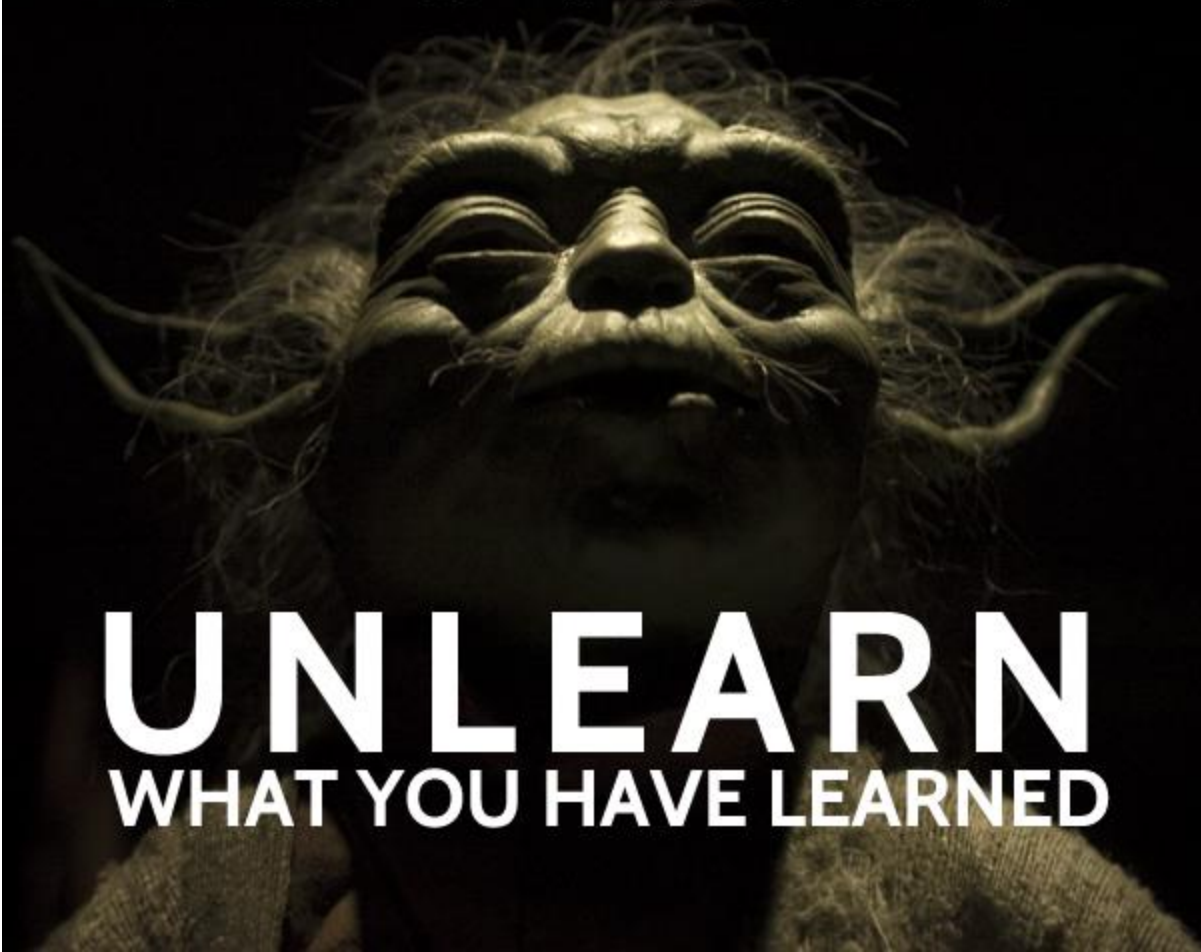
- *The Role of the Liaison

Only you can stop workplace violins!



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YOU MUST



UNLEARN
WHAT YOU HAVE LEARNED

Conflict Is...

- Normal
- A Sign of Health
- An Opportunity to Understand
- An Opportunity for Creative Solutions







What do these images have in common?

A Theology of Human Relationships

*“So God created humanity
in God’s own image...”*



Prayer of Confession

O Holy God,
Father, Son and Spirit,
One God in whose image we are made,
in whom we live and move
and have our being,
hear our prayer.



Prayer of Confession

You live in perfect triune balance –
connected but not fused,
individual but not separate,
fully aware with nothing hidden,
rooted in trust and truth,
with perfect love,
uncompromising holiness,
unbounded power
and abundant grace.
You are our One True God, three in one.



Prayer of Confession

But our relationships are out of
balance, imperfect.
We keep secrets.
We hide ourselves or put on fronts.
We let confrontation
turn fissures into fractures,
and fractures into shattered.



Prayer of Confession

So we look to you,
our perfect God,
to heal, restore, and renew.
Begin, Lord, with me,
that I might extend love
to the undeserved,
just like you are doing,
right now,
for me.



(a time for silent prayer)



Psalm 13:5-6

5 But I trust in your unfailing love;
my heart rejoices in your salvation.
6 I will sing to the LORD,
for he has been good to me.

Hallelujah!

Amen.

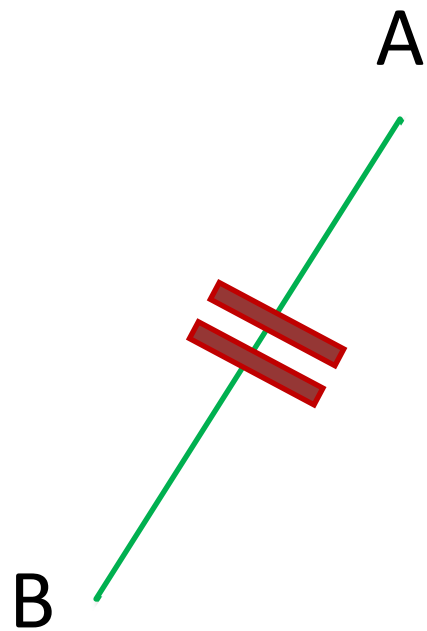
Gloria Patri

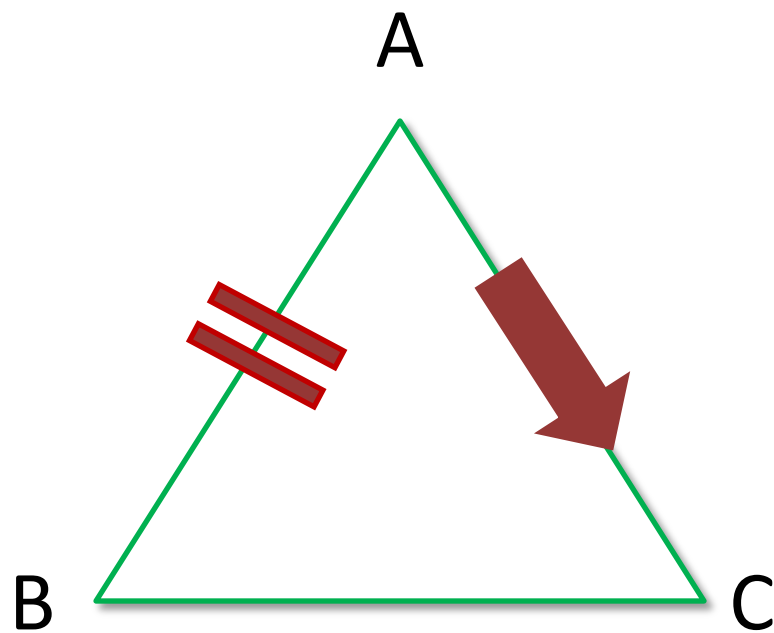


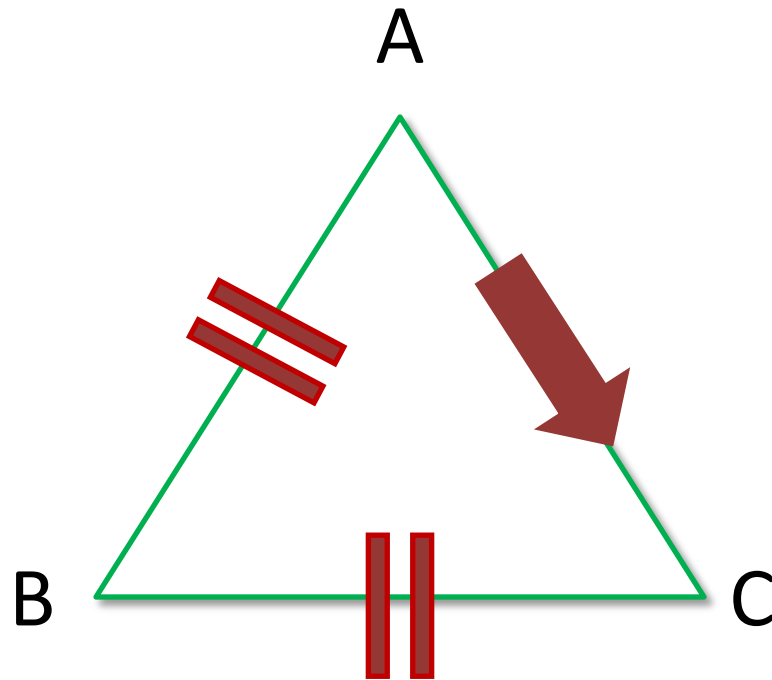
*Glory be to the Father,
and to the Son,
and to the Holy Ghost:
As it was in the beginning,
is now, and ever shall be,
world without end.
Amen. Amen.*



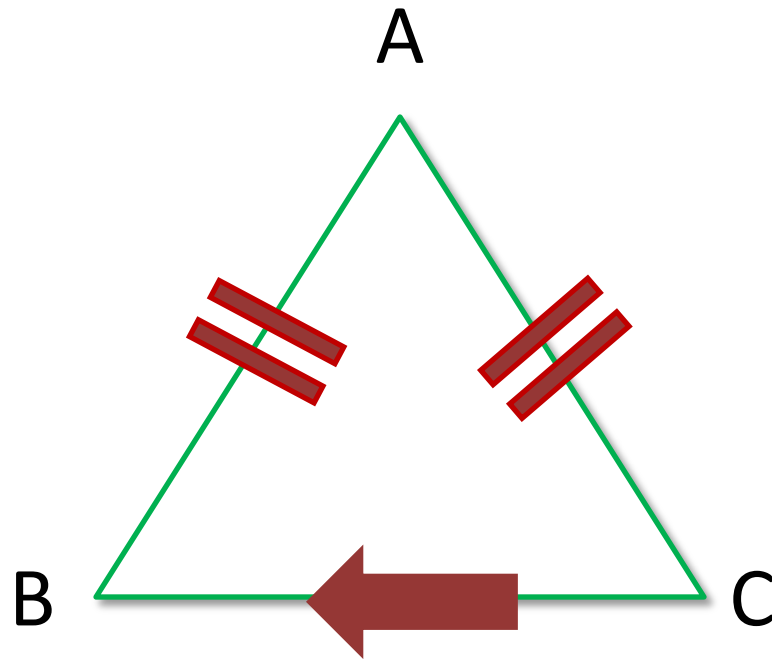
CONFLICT



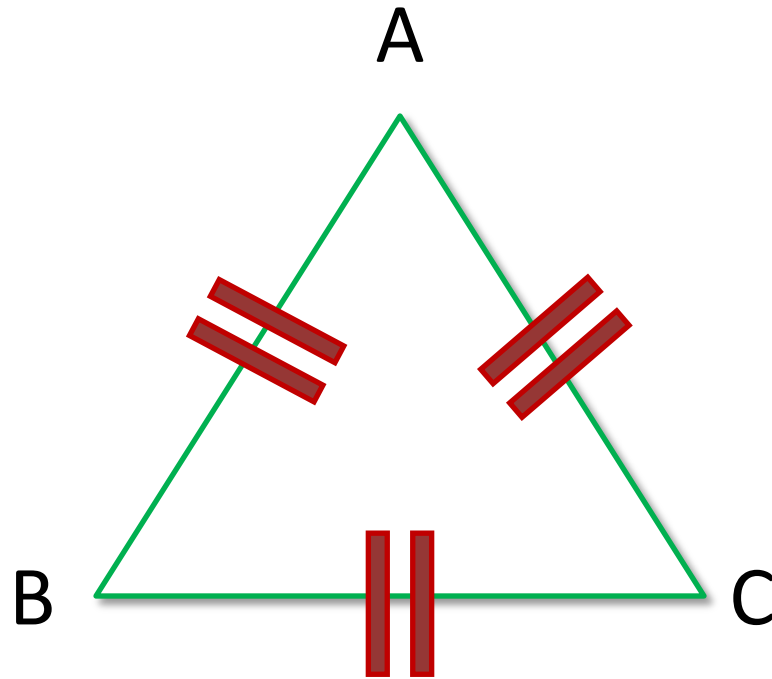




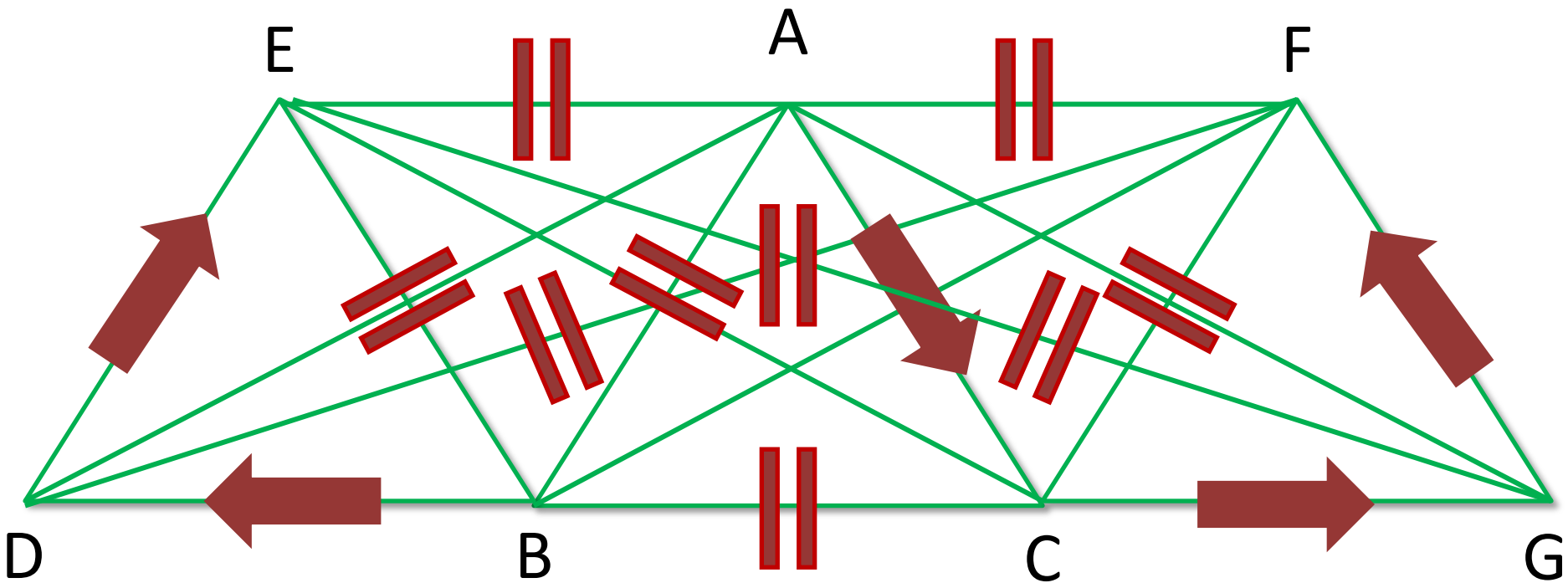
Or...

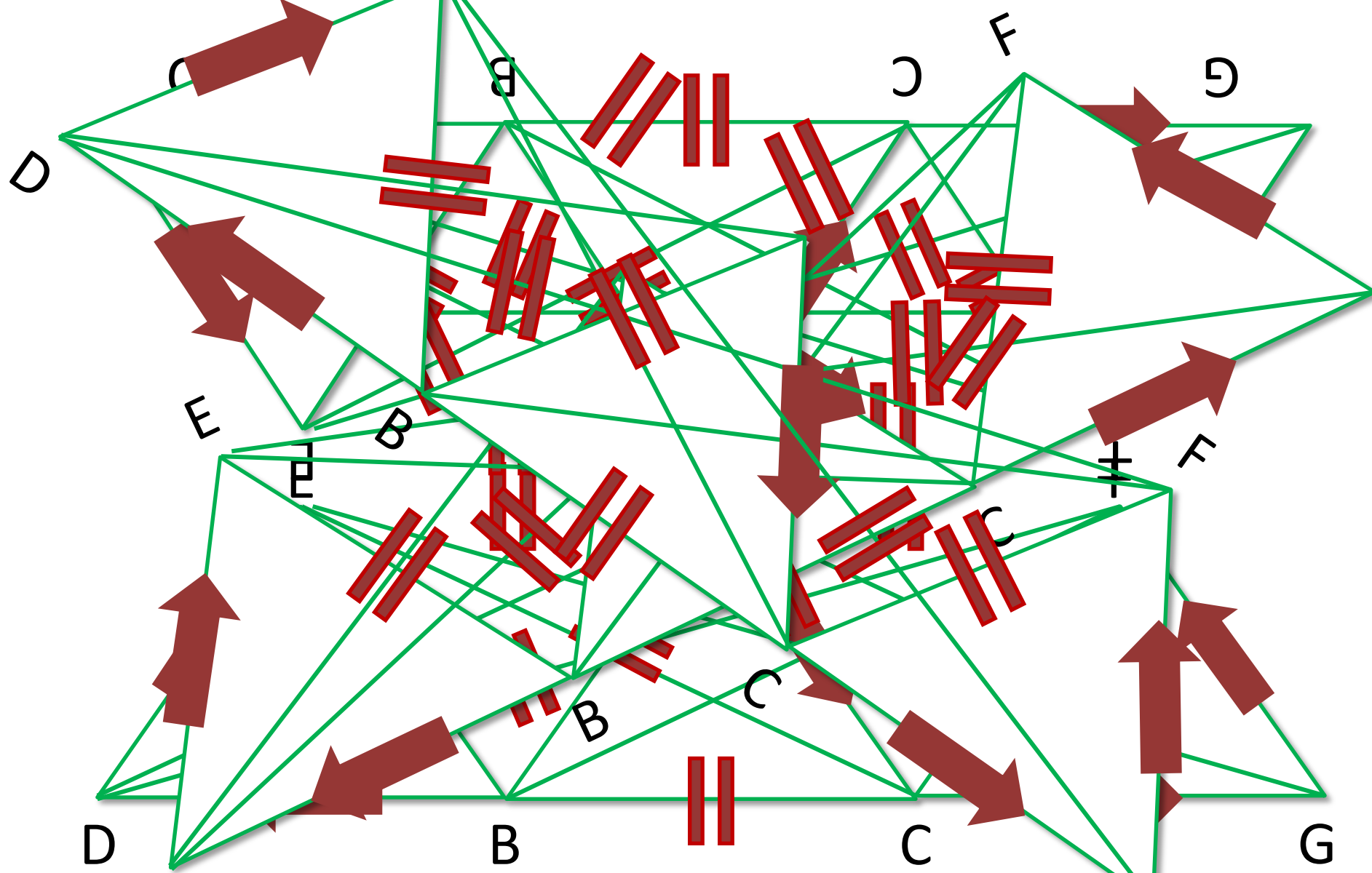


Or...



It spreads...





MANAGEMENT ARE
FIGHTING OVER THE
BEST WAY TO RESOLVE
CONFLICT IN THE
WORKPLACE...



Emotional Triangles are...

- How systems maintain status quo
- Fluid and always adapting
- Easy to get sucked in to, and, once in, difficult to extricate from

A Biblical View of Handling Conflict

Matthew 18:15-17, NIV

¹⁵ “If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. ¹⁶ But if he will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ ¹⁷ If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector.”

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Principles of Handling Conflict

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4. The responsible council invites Presbytery involvement.

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3. The responsible council is informed of the conflict for their investigation.
4. The responsible council invites Presbytery involvement.
5. The ultimate goal is always to restore a broken relationship.



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- *The Role of the Liaison



Five Levels of Conflict

V. The other must be destroyed.

IV. The other must lose.

III b. The other is an idiot.

III a. The other is to blame.

II. Another is involved.

I. No Biggie.





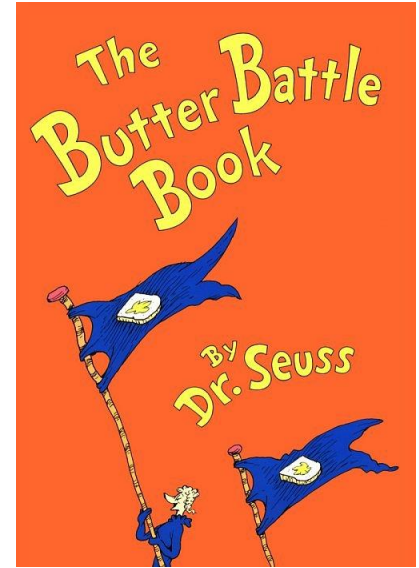
I jumped in when it reached a Category 5 but then Shamus hit Fergus with the chair and it escalated to a Category 6.

**On the last day of summer, ten hours before fall . . .
. . . my grandfather took me out to the Wall.**

For a while he stood silent.

**Then finally he said,
with a very bad shake
of his very old head,
"As you know, on this side of the Wall we are Yooks.
On the far other side of this Wall live the Zooks."**

**Then my grandfather said,
"It's high time that you knew
of the terribly horrible thing that Zooks do."**



In every Zook house and in every Zook town
every Zook eats his bread
with the butter side down!"

"But we Yooks, as you know, when we breakfast or sup,
spread our bread," Grandpa said, "with the butter side *up*.
That's the right, honest way!"

Grandpa gritted his teeth.

"So you can't trust a Zook who spreads bread underneath!
Every Zook must be watched!
He has kinks in his soul!

That's why, as a youth, I made watching my goal,
watching Zooks for the Zook-Watching Border Patrol!

Five Levels of Conflict

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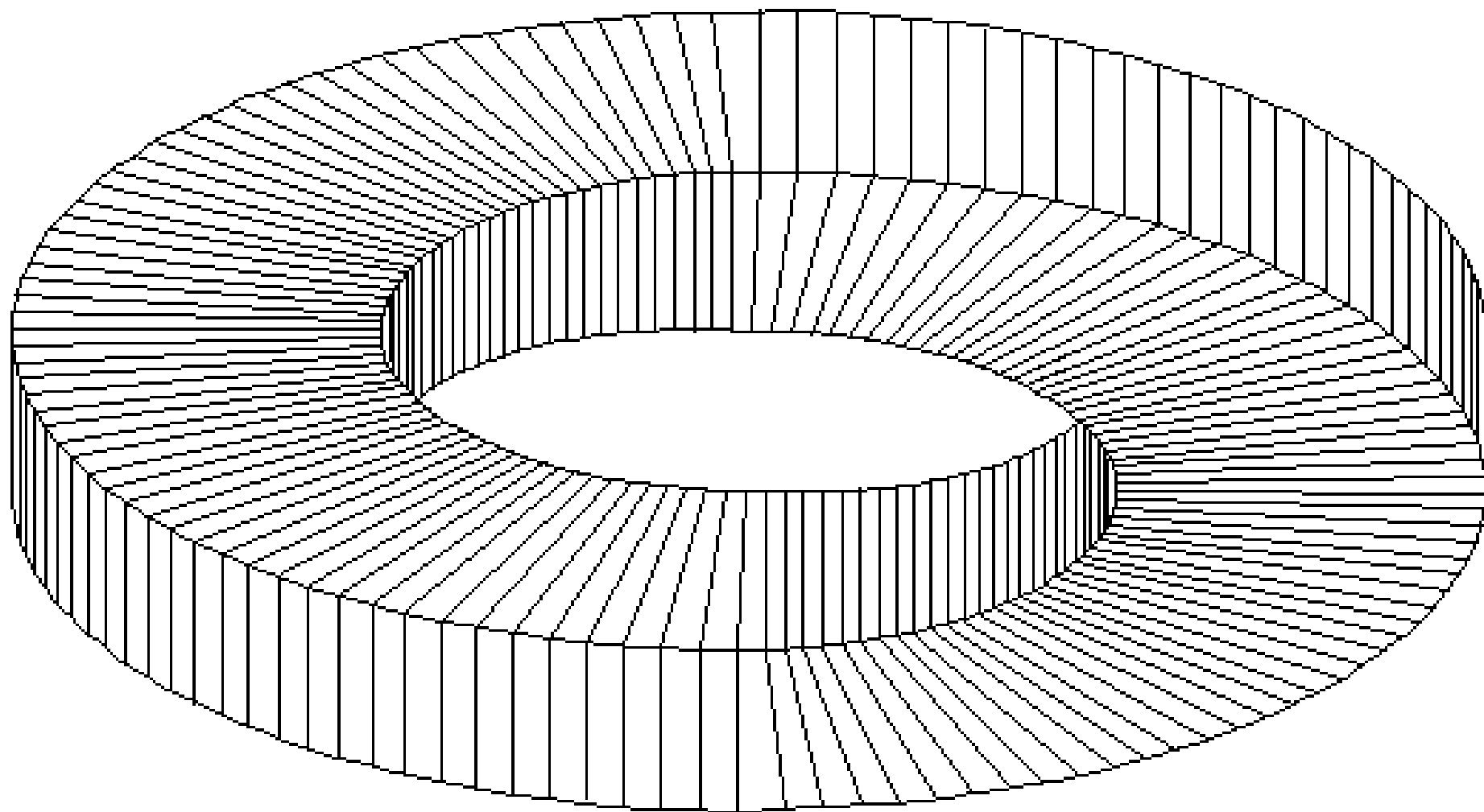
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Four Approaches to Conflict

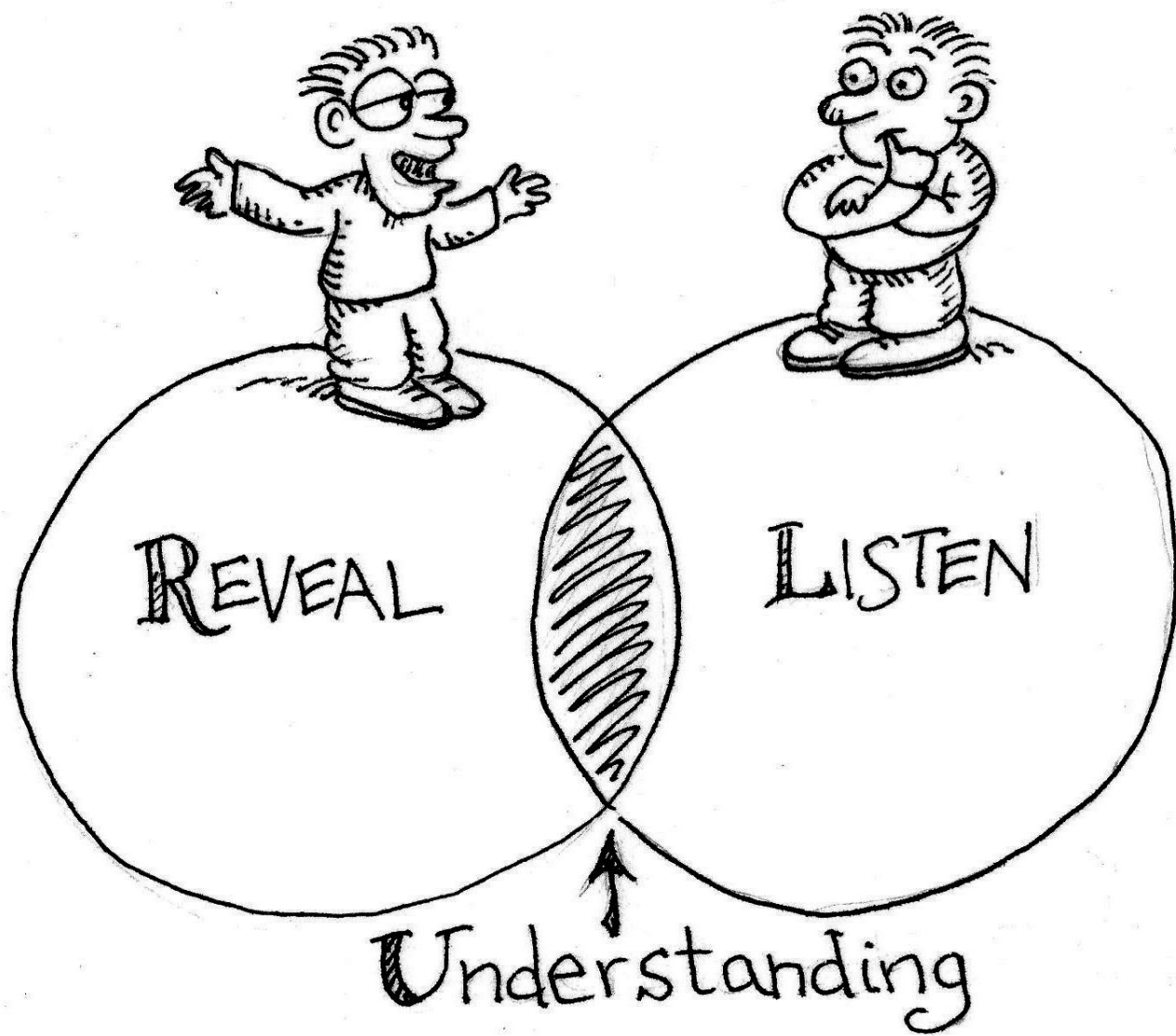
- 1) Conflict Avoidance
- 2) Conflict Management
- 3) Resolution
- 4) Reconciliation



The Role of the Liaison is...

- Listen
- Evaluate and Re-direct Process
- Report







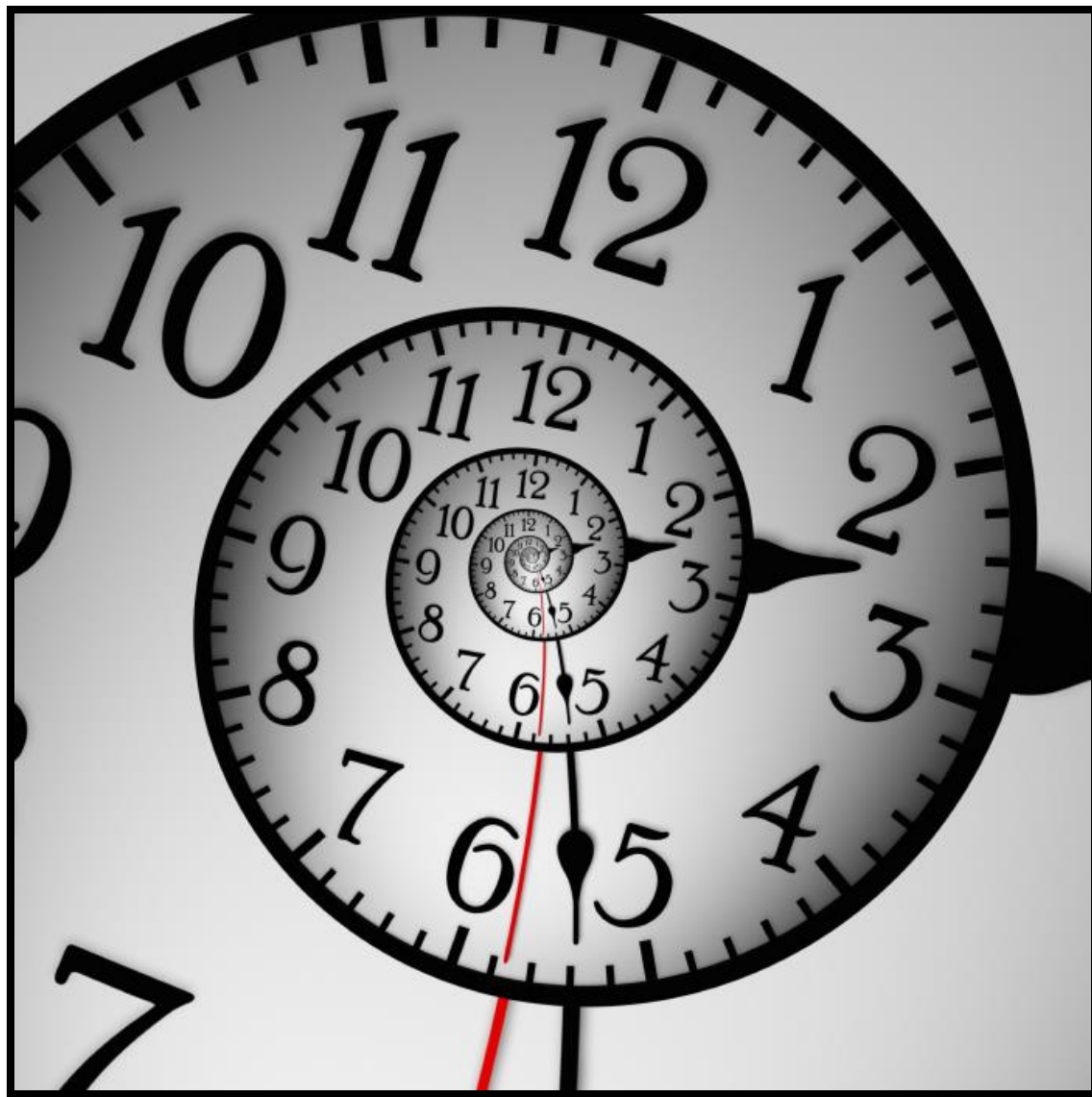


The Role of the Liaison is not...

- To Get Involved
- To Keep Secrets

HAPPY

ARE THE SHALOM
MAKERS
FOR THEY WILL BE
CALLED CHILDREN
OF THE FATHER.







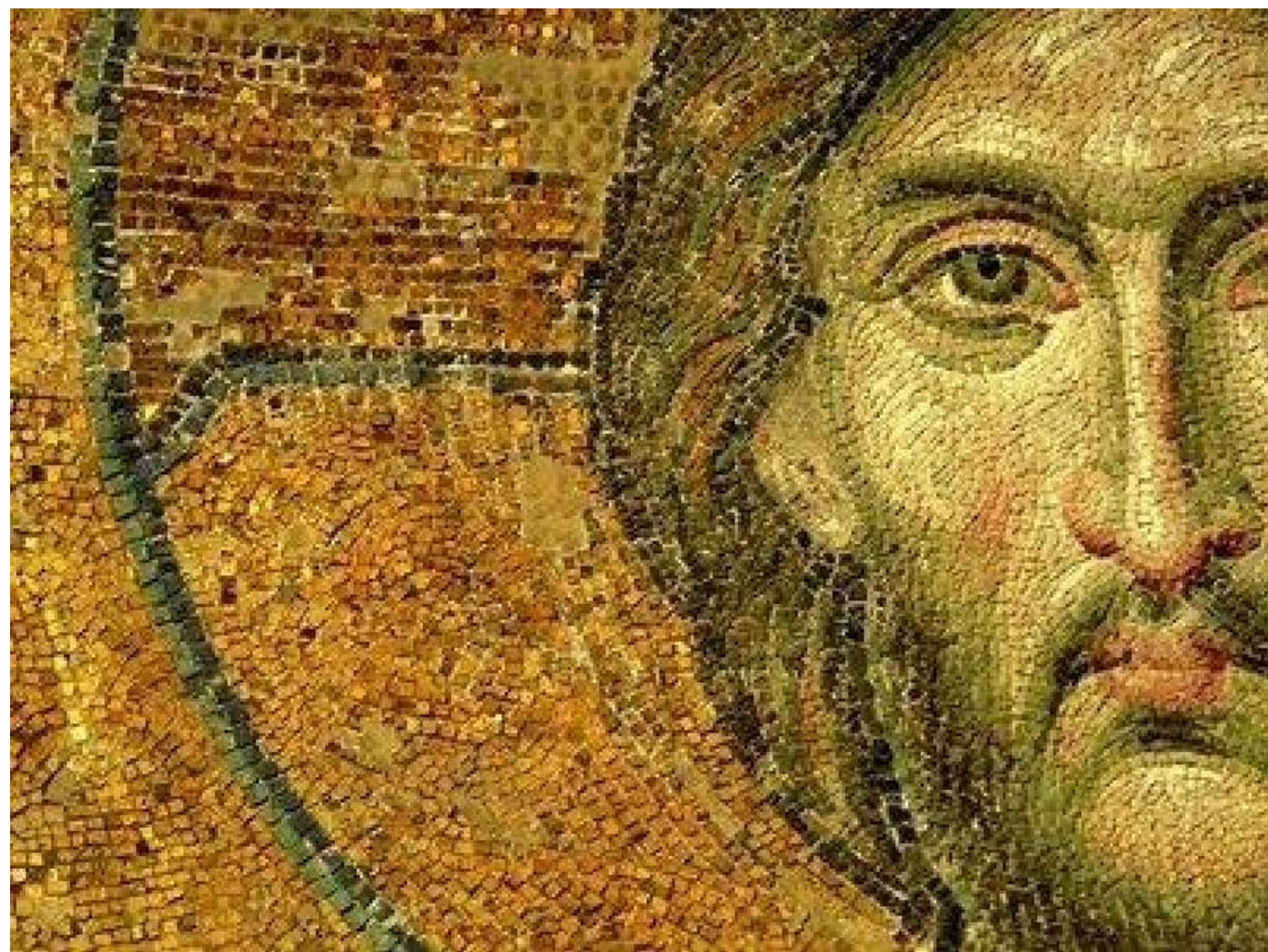








C. A. Gregersen 2010



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