

LEADERSHIP MATTERS: CONFLICT MANAGEMENT

Conflict is an inevitable and unavoidable part of life and work.

Now it happened, when Sanballat, Tobiah, the Arabs, the Ammonites, and the Ashdodites heard that the walls of Jerusalem were being restored and the gaps were beginning to be closed, that they became very angry, and all of them conspired together to come and attack Jerusalem and create confusion. NEHEMIAH 4:7-8

Then Judah said, "The strength of the laborers is failing, and there is so much rubbish that we are not able to build the wall." And our adversaries said, "They will neither know nor see anything, till we come into their midst and kill them and cause the work to cease." So it was, when the Jews who dwelt near them came, that they told us ten times, "From whatever place you turn, they will be upon us." NEHEMIAH 4:10-12

4 STEPS OF ACTION TO TAKE TOWARD CONFLICT

EXPECT IT

These things I have spoken to you, that in me you may have peace. In this world you will have tribulation; but be of good cheer, I have overcome the world. JOHN 16:33

Conflict Surrounds Us Everyday:

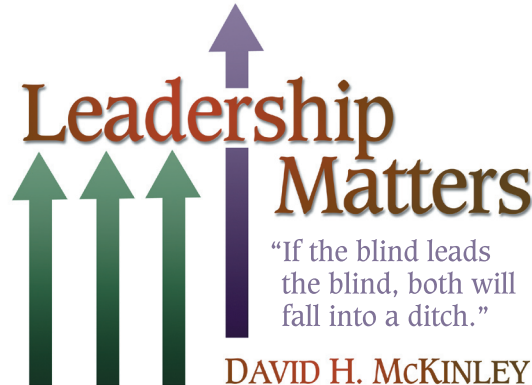
- Schedule Conflicts
- Personality Conflicts
- Financial Conflicts
- Marital Conflicts
- Organizational Conflicts
- Philosophical Conflicts

"Anything that moves causes friction."

"Visibility creates vulnerability."

EXAMINE IT

- **Change?**
- **Competition?**
- **Constraints?**
- **Confusion?**



"It is essential that you should beforehand give the decisions that will allow your lieutenants to act effectively."

WINSTON CHURCHILL

• **Conduct?**

- Sherman Tanks
- Bubble Busters
- Volcanoes

- Turtles
- Cry Babies
- Nit Pickers

A soft answer turns away wrath, but harsh words stir up anger.

PROVERBS 15:1

A wholesome tongue is a tree of life, but perverseness in it breaks the spirit. PROVERBS 15:4

• **Conceit**

What is causing the quarrels and fights among you? Isn't it the whole army of evil desires at war within you? You want what you don't have, so you scheme and kill to get it. You are jealous for what others have, and you can't possess it, so you fight and quarrel to take it away from them. And yet the reason you don't have what you want is that you don't ask God for it. And even when you do ask, you don't get it because your whole motive is wrong—you want only what will give you pleasure.

JAMES 4:1-3

By pride comes only contention . . . PROVERBS 13:10

"If you are going to play together as a team, you've got to care for one another. You've got to love each other. Each player has to be thinking about the next guy." VINCE LOMBARDI

• **Corruption?**

"Conceal a flaw, and the world will imagine the worst."

ENGAGE IT

Rules of Engagement:

1. Stay in Control
2. Watch Your Timing
3. Focus on the Issue
4. Don't Bring Up the Past
5. Clean Up the Mess
6. Work Together