

HOW TO BE EXCEPTIONAL IN AN AVERAGE WORLD

Session 6 – 10/13/05

Your approach to conflict
resolution

“There is nothing I love as much as a good _____.”
Franklin D. Roosevelt

1. The Status of Stability in the 90's

+ Conflict:

Emotional _____ resulting from a clash of
opposing impulses.

Webster

The absence of personal _____.

Shank

+ Circumstances _____ conflicts.

Circumstances _____ conflicts.

+ Conflict resolution involves:

- _____ in touch with your own emotions.
- _____ whether it is private or public.
- _____ the cause behind its occurrence.
- _____ the course for complete eradication.

+ There are three options available:

- _____ with unresolved conflicts.
- _____ for someone else to take the initiative.
- _____ the responsibility for resolution.

+ Problem:

Most conflict doesn't really _____ other
people!

+ Circumstances that lead to conflict: *Field of Battle*

a. When your authority is challenged.

b. When your expectations are unmet.

c. When your accomplishments are exceeded.

d. When your deficiencies are discovered.

e. When your rights are violated.

+ Principle:

Never draw outside players into an internal
_____.

2. The Nature of Peacemaking for the Christian:

+ The _____ from Jesus Christ.

Matthew 5:9

+ The approach with Superiors

_____ the chain of command

I Peter 2:13a

_____ occasional injustices

I Peter 2:18

_____ thick sin

I Peter 19-20

_____ Christ's example

I Peter 2:21-23

+ The Approach with Others

_____ the initiative

Matthew 18:15

_____ privately

Matthew 18:15

_____ on the behavior

Matthew 18:15

_____ the relationship

Matthew 18:15

+ The Ultimate Objective

Romans 12:18

3. The Practice of Peacemaking in the Office

+ Resolution:

I will become exceptional by _____ and
_____ conflict from my life, even when
it means setting aside the rights I deserve.”

+ Putting it to Work:

- _____ conflict inventories constantly.
- _____ inner conflict privately.
- _____ external conflict accurately.
- _____ a careful course toward confrontation.
- Always _____ peace as the ultimate objective.

4. Summary

+ Character Trait: _____

+ Theme Verse: Romans _____

+ Example: _____

Acts _____

+ Quote: “You have to take _____ for peace,
just as you must take chances in war...
The ability to get to the verge without
getting into the war is a necessary art.
If you try to run away from it; if you
are scared to go to the brink, you are
_____.”

James Shepley

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