

# How to Deal with Conflict- part 2

Navigating Emotionally Healthy Relationships (part 5)

**Ephesians 4:1-3, 14-15**

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## Review: Navigating Emotionally Healthy Relationships

A New Commandment	John 13:34	Love as Jesus loves
What Does Emotional Health Look Like?	Luke 18:9-14	Humble people have big hearts, not big heads
A Successful Failure	1 Samuel 15:10-35	Be sure your inside matches your outside
How <u>NOT</u> to Deal with Conflict (part a)	Ephesians 4:1-6	When it comes to conflict, be a 1 <sup>st</sup> responder

## The Goal of Unity

☞ 4 possible outcomes of a conflict

<b>I lose</b> <b>You win</b>	<b>I win</b> <b>You win</b>
<b>I lose</b> <b>You lose</b>	<b>I win</b> <b>You lose</b>

☞ Unity is not getting our own way (I win-You lose quadrant)

☞ Unity is not peace at all costs (I lose-You win quadrant)

☞ Unity is going for the win-win

## How do we get to that win/win box?

☞ Pray & also ask Jesus to fill you with His Spirit

☞ Practice active listening (see the chart on the next page)

# R.E.A.D. Active Listening

R

**Repeat** what the person shared until they agree that you heard them

- “So what I hear you saying is....”

E

**Emotions:** Name what emotions they experienced in the story they shared

“So you felt \_\_\_\_\_, when I said/did \_\_\_\_\_.”

A

**Affirm** every true thing you can about their position

D

**Disclose** your view only after you have done the above

☞ Believe the best

☞ Limit your discussion to the specific situation at hand

☞ Learn to communicate w/o attacking

- Avoid using “always” & “never”

- Use “I” statements, rather than “You” statements

Rather than saying, “You made me feel \_\_\_\_\_”

Instead say, “I felt \_\_\_\_\_, when you did/said \_\_\_\_\_”

- Avoid accusing “why” questions; instead: “Please help me understand...”

For example, avoid:

“Why did you do that?”

“Why were you so late?”

“Why did you say that?”

Instead say:

“Please help me understand...”

☞ Readily grant forgiveness

## Conclusion

☞ Go for the win-win

☞ 6 Needed Skills:

- Pray & also ask Jesus to fill you with His Spirit
- Practice active listening
- Believe the best
- Limit your discussion to the situation at hand
- Learn to communicate w/o attacking
- Readily grant forgiveness