

# **Managing and Understanding Conflict in a Time of Rapid Change**

Rev. Dr. Karin Walker

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# Change

- The rate of change is directly correlated to the level of conflict.
- The faster the change, the greater the potential for conflict.



# Why Conflict Is Uncomfortable

- Physical Implications, Debate
- Irrational Behaviors, Quick Assumptions
- Anger, Frustration, Emotions

**We are not at our best in conflict.**

# In Conflict

- Make negative assumptions about the other.
- Dread encounters and insulate with others who are like-minded.
- Ignore the person or situation.
- Be visibly anxious about the issues.

# In Conflict

Potshots are taken

Pastors/On/The/Spot

Hurting

Opposing

Testing



**SACRED**

**SCARED**

# In a Sacred Space, there is no need to:

- Convict
- Convince
- Convert

## Instead, we will:

- **Listen**
- **Learn**
- **Lament**

# Intentional Centering

1. Be God's.
2. Discern God's call.
3. Share God's love.



# 4 Responses

Martyr

Warrior

Avoider

Worrier

# Reflection

**What is your default response to conflict?**

**Instructions:**

**Take 2-3 minutes and think about a recent conflict in which you have been involved.**

**What worked and what didn't?**

# De-escalation

1. You can change the outcome to win/win
2. You can get out of the middle often
3. You can be more objective
4. You can feel confident/positive about your role



# Change Your Response: Focus On The Other

from **Martyr** to **Caregiver**

from **Warrior** to **Peacebuilder**

from **Avoider** to **Embracer**

from **Worrier** to **Non-Anxious Presence**

# The ABCDE's Of Conflict

**A**ssessment

**e**mbrace

**C**larify

**D**esign

**E**ngage

# Assessment

Relationships

Information

Values

Interests

Resources

Structure



# Assessment

## Levels of Conflict

1. Difference of Opinion
2. Disagreement
3. Conflict
4. Fight or Flight
5. Divorce/Intractable

# Assessment



**What would it look like for conflict to be dialed down?**



**What needs to change for that to happen?**



**What role can you play in getting it there?**

# Embrace The Common Ground



**What statements can be spoken  
that represent common ground?**



# Clarify The Conflict Purpose

- ➡ **What is at stake in this conflict?**
- ➡ **What would it look like to not be in conflict?**
- ➡ **Collaborate on a path forward.**
- ➡ **Create a new future picture.**

# Design A Process

➡ **Script the critical moves**

➡ **Imagine the best**

➡ **Find the bright spots**

➡ **Clarify**

# Engage Group To Steward Process

Engage folks in action plan using  
Appreciative Inquiry:

 **What do we do well and how  
can we do more of it?**



# Primary Tool

*“The gift of listening is enough to resuscitate the deadness in one’s spirit.”*

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