

Conflict Resolution:

Guidelines and Suggestions for Successful Peacemaking

Step 1

Go to God in prayer!

Examine your own role in the disagreement. Why is this matter important to you? Do some soul searching.

At this step, and at all succeeding steps that become necessary, own your issue. Anonymous complaints are not acceptable.

Get a reality check from the Peacemaking Ministry. Compare your perceptions. Do they see it or hear it in the same way?

Based on your telling of the events & your feelings about it, would others feel the same way?

Determine your goals/ desired outcomes!

Step 2

Talk directly with the person (fellow member, minister, etc.) with whom you have the disagreement.

Use "I" statements in your discussion ("I feel..." not "You did..."); use active listening.

Agree on a mutually acceptable time and place to talk in private and as soon as possible after the incident.

If a direct conversation is too difficult, consider putting your thoughts into writing. Be prepared to hear the response.

If you feel that safety is an issue, either emotional or physical, use an appropriate third party or the Ministry members to help provide a safe environment for the discussion.

If the conflict is less with a person than with how they are performing a job or task (staff, religious educator, etc.), address the concern to the proper supervisor so that individuals are not being "supervised" from all sides.

Step 3**If unresolved, the matter can be taken before the Peacemaking Ministry.**

This Ministry is committed to keeping the issues and the identity of the individuals involved confidential unless written consent to share is given. Exceptions to this policy are if there is evidence of eminent danger to an individual's physical well being.

The Peacemaking Ministry will be a standing committee of four to six members. The members will be selected for their mediation skills, maturity as Christians, having characteristics of integrity, dignity and respect for the individual and their need for complete confidentiality.

Members of the Ministry will excuse themselves from any conflict for which they have an inherent bias based on the individuals or the topics involved.

The entire ministry team or any combination of at least two members can be utilized in seeking conflict resolution.

The Peacemaking Ministry members are empowered to make recommendations, augment compromises or make the appropriate referrals.