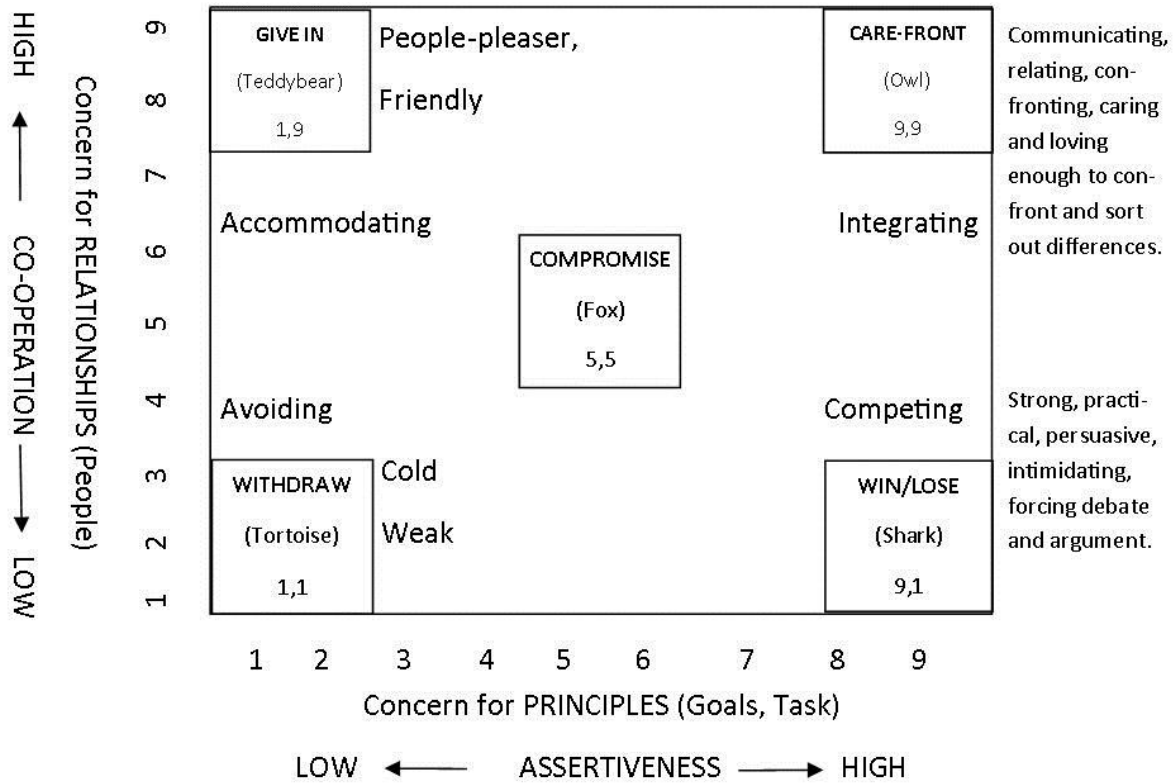


HANDLING CONFLICTS

The various reactions of people to conflicts, crisis, arguments and differences can best be illustrated by means of a graph. Where do you fit in?



TYPES OF CONFLICT MANAGEMENT

ASSUMPTIONS BEHIND EACH STYLE

SITUATIONS IN WHICH THIS STYLE OF HANDLING CONFLICT WOULD BE BEST

WITHDRAWAL
(1,1)

Differences are eternal inevitable, unchangeable.
Differences are bad.

1. When you have no power.
2. Damage of confrontation too great.
3. The issue is trivial.

WIN/LOSE
(9,1)

Differences are black & white, someone is right. Differences need to be erased.

1. When time is short.
2. Principles are of crucial importance.
3. You don't want to be taken advantage of.

GIVE IN
(1,9)

Differences drive people apart because they are personal attacks – conflict calls for sacrifice and yielding.

1. When you are wrong.
2. Building credit for future.
3. You have low power or desire harmony.
4. Willing to let others learn by mistakes.

COMPROMISE
(5,5)

Differences must be seen in the light of common good. Should be aired – then give and take. Split the difference.

1. When goals are moderately important.
2. When participants have equal power.
3. A permanent settlement would be complex.
4. Time is a factor.

CARE-FRONTING
(9,9)

Differences are natural, neutral and normal; occasions for creative problem solving.

1. When both sets of concerns too important.
2. Commitment to principles and/or each other.
3. Where learning is important.

IT IS MORE IMPORTANT TO STRIVE FOR UNDERSTANDING THAN AGREEMENT

“If your brother sins against you, go and show him his fault just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses.” Matthew 18: 15 - 16

“Brothers, if someone is caught in a sin, you who are spiritual should restore him gently. But watch yourself or you also may be tempted. Carry each other’s burdens, and in this way you will fulfill the Law of Christ.” Galatians 6: 1-2



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