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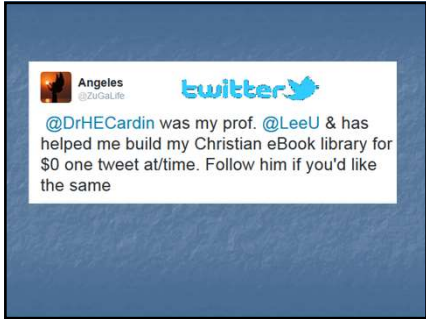
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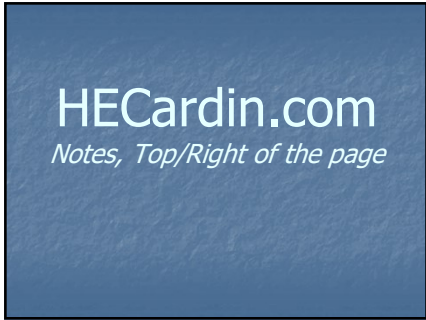
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12

W A G E

I would like a WAGE from our time together

Weak - (Consider cutting or adjusting)
 Average - (OK)
 Good - (Will consider using this)
 Excellent - (Will Definitely Use)

What's the ONE THING you received that you will use?
 Please share - HECardin@gmail.com

13



14

1. Inner Desire

James 4:1 KJV, Fighting, ASV, Wars, AMP, Quarrels, Conflicts, AMPC, Strife, Discord, Feuds, EXB, Arguments, Disputes, [Where? & Why?] MSG, Because You Want Your Own Way, and Fight for it Deep Inside Yourselves.

15

2. Worldly Motivation (External Forces)

James 4:4 MSG, If All You Want Is Your Own Way, Flirting with the World Every Chance You Get, You End up Enemies of God and His Way.

16

What Is Your Definition of Conflict?

You - Define Conflict

Fight. Difference. Disagreement. Struggle. Strife. Stress. Competition. Headache. Misunderstand. Mis-Communication, Disagreement, Disharmony, Difficulty, Friction, Contention, Clash, Dissent, Strife, Dissension, Discord, Dissonance, Variance, Dissidence, War, Warfare.

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Synonyms for Conflict

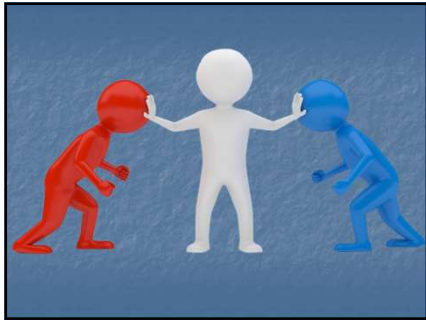
dispute	fight	disagreement	dispute case	clash event	disagreement level	conflict situation	quarrel instance
confrontation	struggle	fight	confrontation	struggle instance	fight event	antagonistic situation	clash level
battle	opposition	dispute	battle	opposition case	dispute situation	hostile engagement	contention event
strife	strife	dispute	strife	strife event	dispute instance	challenge	dispute
contention	argument	fight	contention	argument level	fight case	conflict situation	quarrel instance
quarrel	dispute	quarrel	quarrel	quarrel event	quarrel instance	antagonistic situation	clash event
altercation	struggle	struggle up	altercation	struggle event	struggle up	hostile engagement	contention level
hostility	contention	contention	hostility	contention case	disagreement level	challenge	dispute
disagreement	dispute	dispute	disagreement	disagreement case	dispute event	dispute	dispute instance
conflict of interest	dispute	dispute	conflict of interest	dispute level	fighting case	dispute case	quarrel level
disagreement level	dispute case	confrontation event	disagreement instance	dispute case	confrontation event	competition	dispute resolution

18

How do you describe conflict?

· Acceptance	· Complex	· Messy
· Aggression	· Constructive	· Natural
· Always there	· Costly	· Negotiation
· Ambivalence	· Defensive	· Painful
· Anger	· Differences	· Peace
· Annoying	· Emotional	· Resentment
· Anxiety	· Exhausting	· Retaliation
· Argue	· Fearful	· Revealing
· Avoid	· Fun	· Rough
· Banter	· Harmony	· Stressful
· Battle	· Hate	· Synergy
· Beneficial	· Hide	· Tension
· Calm	· Innovation	· Trust
· Challenge	· Intense	· Unavoidable
· Chaos	· Intimidate	· Understanding

19



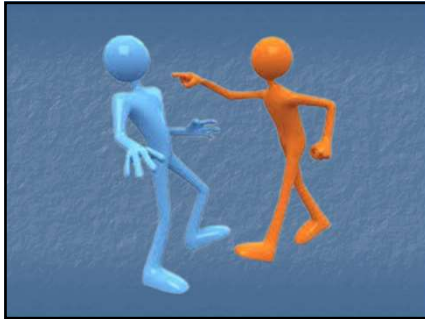
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Conflict

- The Chinese figure for Conflict (Crisis), two characters, "Danger" and "Hidden Opportunity."

危机

21



22



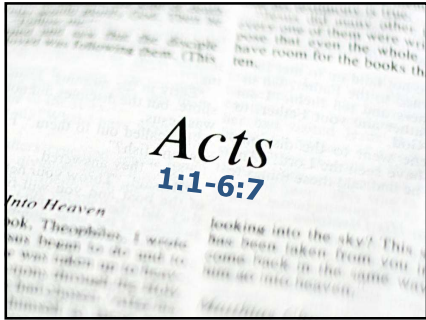
23

From Crisis to GROWTH!

24

Crisis Cycle in Acts

25




26

Crisis

- New Church
- Growing Pains (Adjustments)
- Fake Facade (5:1 Ananias & Sapphira)
- We told you, STOP PREACHING! (5:28)
- People Not Being Cared For (Greek widows overlooked) (6:1)

27



- Praying, House to House
- Searching the Word (Scripts)
- Leaders - Spirit & Word Directed

28

Obeyed

- Sought for Holy Spirit
- Together in One Place
- Obeyed with Their Tongues
- Appointed Deacons (Leaders)
- Leaders Stood Together
- Christians were BOLD

29

Obeyed

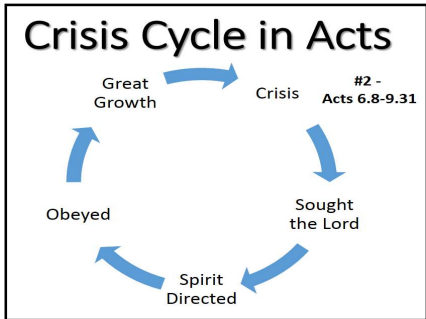
- The Witness Was Focused on Jesus
- Preached Jesus
- Preached Repentance
- They Realized They Had Been with Jesus
- Testified
- Continued Church

30

Great Growth

- Word Increased, Believers Grew

31

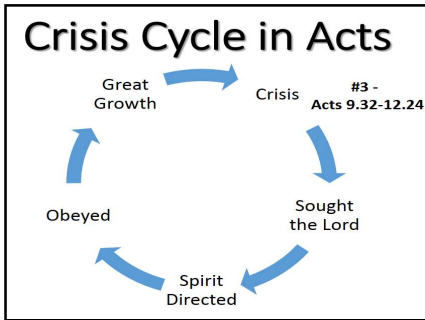


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2. Acts 9:31

- Then had the churches rest ... and were edified; and walking in the fear of the Lord, and in the comfort of the Holy Ghost, Were Multiplied.

33

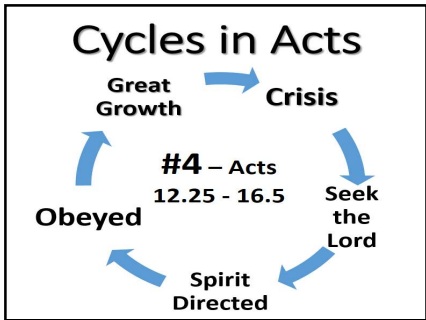


34

3. Acts 12:24


- The Word of God Grew and Multiplied

35



36


4. Acts 16:5



So were The Churches Established in the Faith, and Increased in Number Daily

37


Cycles in Acts



#5 - Acts 16.6-19.20

38

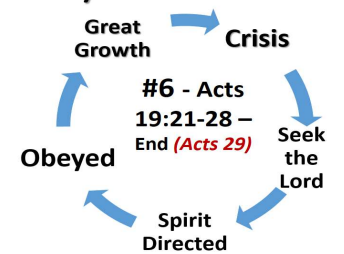
5. Acts 19:20



So Mightily Grew the Word of God and Prevailed.

39


Cycles in Acts



#6 - Acts 19:21-28 – End (Acts 29)

40

6. Acts 28:31



Preaching the Kingdom of God, and Teaching Those Things Which Concern the Lord Jesus Christ, with All Confidence

41

When is CONFLICT Predicted?



42

Predictable Times Conflict May Arise

Any Great Changes in your life

Holmes Rahe Stress Scale



43

DIVERT DAILY. WITHDRAWAL WEEKLY. ABANDON ANNUALLY.



44

Predictable Times Conflict May Arise


2. During Budget Changes, +/-

Moving people out of their comfort zone. (Homeostasis)

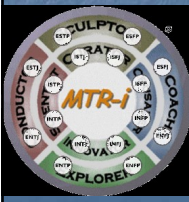


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Predictable Times Conflict May Arise

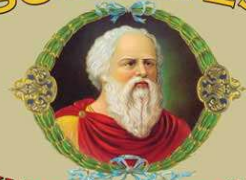


3. When Adding Staff
Getting to Know People and Self - Personalities



46

SOCRATES



KNOW THYSELF

47

Predictable Times Conflict May Arise




Table of Equivalents for the 4 Temperaments & Learning Styles

DATE	AUTHOR	CLASSIFICATION	D	I	S	C
2 AD	Galen	Human Temperaments	Choleric	Sanguine	Phlegmatic	Melancholy
1958	Dr. John Geler	DISC	Directive	Interactive	Supportive	Compliant
1928	William Moulton Marston	DISC	Dominance	Influence	Steadiness	Compliance
	Gary Smalley	Animals	Lion	Otter	Golden Retriever	Beaver
1994	Robert H. Patten	DISC/D Behavior Index	Dominant	Expressive	Solid	Analytical
1994	Eileen M. Rouse Ph.D.	What's My Style? (WMS)	Direct	Spitfire	Conscientious	Systematic
1986	Flora L. Linn	Personality Plus	Powerful Charismatic	Popular Sanguine	Peaceful Phlegmatic	Perfect Melancholy
2009	Dr. Les G. Lein	L.O.V.E. Styles	L - Leader: The Take-Charge Spouse	O - Optimist: The Encouraging Spouse	V - Validator: The Devoted Spouse	E - Evaluator: The Careful Spouse
	Don Lowy & Mary Mecklin	True Colors	Gold	Change	Blue	Green
	The Color Code	Red	Yellow	White	Blue	

48

13 FATAL ERRORS MANAGERS MAKE*

FATAL ERROR #5: Manage Everyone the Same Way

AND HOW YOU CAN AVOID THEM

W. STEVEN BROWN
PRESIDENT OF THE HUNTERS GROUP

49

business

WHAT THEY DON'T TEACH YOU at Harvard Business School

#1 Reading people



50

Extroverts Active Types

Introverts - Passive Types

Task-Oriented Types

People-Oriented Types

51

Predictable Times Conflict May Arise



4. When the Basic Leadership Style/Approach Changes
Situational Leadership:
Directing; Coaching;
Supporting; Delegating

<http://www.chimaeraconsulting.com/sitleader.htm>




52

SITUATIONAL LEADERSHIP® II
THE FOUR LEADERSHIP STYLES


53

Situational Leadership II Building the Model

4 Leadership Styles



4 Development Levels



54

Predictable Times
Conflict May Arise



5. During the Absence of Leadership Vacations. Other types of Leave.
(Moses, absence, golden calf - Exodus 32:19, see 24)



55

Predictable Times
Conflict May Arise



6. Following a Change in Staff Member's Family


During the *birth* of the baby a staff person will spend more time at home and perhaps less time at work, or there's a priority shift. When there is a wayward teenager or similar crisis.

Taking their work home
- Taking their home issues to work




56

Predictable Times
Conflict May Arise




7. Overload/Stress

Where staff are overloaded with work, there is a tendency for conflicting pressures - lots of urgent tasks to do. We are frequently dependent upon our colleagues to do things to enable us to do our own work. Wherever their goals and priorities are different than ours, there is the potential for conflict.



57

Predictable Times
Conflict May Arise




8. Upon the Completion of New Projects, Goals, Buildings, etc.

There has been an excitement and a dream
Maybe it's not what you thought it would be, perhaps not perfect




58

Predictable Times
Conflict May Arise



9. Rapid Loss or Rapid Increase of Census

Where will we put them?
Where'd they go?




59

Predictable Times
Conflict May Arise



10. During the Time Between Leaders

Jockeying for position and power.
Leadership Vacuum.



60

Go to the Doctor
- Diagnostic Testing




61

How Do You Handle Conflict?



62

Take the Test

- http://www.selectpro.net/index.php/ScrInf_oIBA.html
- Print the results (Save)



63

Conflict Resolution Material (Conflict Management)

What is your conflict resolution style? Take this 3 minute test to see which of the five major [Conflict Style Test](#)

Conflict Style Test

This assessment should only take approximately 3 minutes. You will be shown five sets of words. Each set contains five words each. Start with the words listed below.

Study the following set of words while thinking about yourself in **conflict situations**. Order the words such that the word that **most** nearly describes your approach in conflict situations is ranked as #1 and the word that **least** closely describes you is ranked as #5.

	Most Like Me	Least Like Me
A. Persuasive	<input type="radio"/> #1	<input type="radio"/> #5
B. Generous	<input type="radio"/> #2	<input type="radio"/> #4
C. Make concessions	<input type="radio"/> #3	<input type="radio"/> #5
D. Postpone	<input type="radio"/> #4	<input type="radio"/> #1
E. Stubborn	<input type="radio"/> #5	<input type="radio"/> #2

Submit Answer

64

Conflict Style Test

The Five Conflict Handling Modes

This instrument is designed to give a quick assessment of an individual's behavior in conflict situations (where the concerns of two people appear to be at odds). The person's behavior is measured along two basic dimensions: (1) assertiveness, the extent to which the person attempts to satisfy his/her own concerns, and (2) cooperativeness, the extent to which the person attempts to satisfy the other's concerns. These two basic dimensions of behavior can be used to define five specific methods of dealing with conflicts. These five **conflict-handling modes** are described here:

Interpreting Your Scores

First of all, there are no universal right answers. All five methods are useful in some situations. Our current society tends to focus on developing WIN-WIN situations (Collaborating). But you will also hear people talk about killing someone with kindness (Accommodating), making trade-offs (Compromising), picking your battles (Avoiding), or winning is the only thing (Competing).

65

Your Personalized Results

Collaborating - 50th Percentile (High)

You tend to take a collaborative approach to dealing with conflict much more regularly than most people. You most likely spend time discussing issues in depth. Be careful that they deserve it. Collaboration takes time and energy—perhaps the scarcest organizational resources. Trivial problems don't require optimal solutions, and not all personal differences need to be hashed out extensively. Be careful that you don't overuse collaboration and consensual decision making. It may represent your desire to minimize risk by diffusing responsibility for a decision or by postponing action. At the same time, your collaborative behavior may elicit input from others and this can be valuable. Be very careful that you do not overuse collaboration and that both parties involved are working from a collaborative mode. Be sure that your initial trust and openness are not taken advantage of. Pay attention to cues which would indicate the presence of defensiveness, strong feelings, impatience, competitiveness, or conflicting interests in the other person. When used in the right situation, you have good skills at finding integrative solutions to problems. You are most likely good at understanding the views of others and merging insights into one solution. On a personal basis, you may be good at working through feelings that may interfere with a relationship.

Compromising - 64th Percentile (Above Average)

You tend to take a compromising approach to dealing with conflict at a somewhat higher rate than most people. Try not to concentrate only upon the practicalities and tactics of compromise—you lose sight of larger issues. Don't forget about principles, values, long-term objectives, and the welfare of both parties. Compromise is a trade-off, not a building process. You have the potential to put too much of an emphasis on bargaining and trading. Compromising can be useful when goals are moderately important, but not worth the effort of collaboration, or to achieve temporary settlements of complex issues. Use it in those situations.

66

Accommodating - 41st Percentile (Average)

You tend to take an accommodating approach to conflict an average amount of the time. Accommodating can be very valuable when you want to preserve or improve a relationship. It can be good to use when you realize that you are wrong, and to show that you are reasonable. When the issue at hand is much more important to the other person than to you, then it can be valuable to use accommodation to help maintain a cooperative relationship. If you use it in the right situations and in the right ways, accommodation can build up social credits for later issues which are important to you.

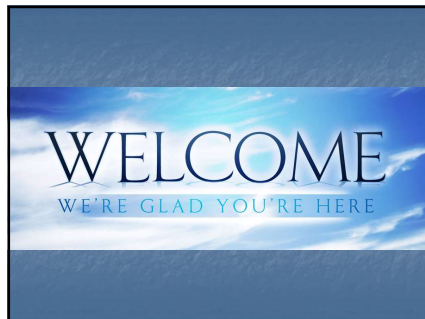
Avoiding - 32nd Percentile (Below Average)

You tend to avoid conflict less than the average person. Make sure you are not hurting peoples' feelings or stirring up hostilities by being too aggressive. If this is the case, you may need to exercise more discretion in confronting issues or more tact in framing issues in non-threatening ways (avoiding.) Try to devote more time to setting priorities and deciding which issues are relatively unimportant and perhaps delegating them to others (avoiding.) You may want to learn how to avoid effectively; it can be a good strategy in the right situations.

Competing - 13th Percentile (Below Average)

You tend to use a competitive approach less than the average person. This could result in you not expressing your ideas or opinions, even when you should. Try to learn to be more comfortable in expressing your opinions to other. Be sure that you don't postpone or avoid conflict situations just because of your fear of competition. Be careful that you don't find yourself being taken advantage of by others because you are seen as a "pushover." Selective use of competitiveness can help reduce that from occurring.

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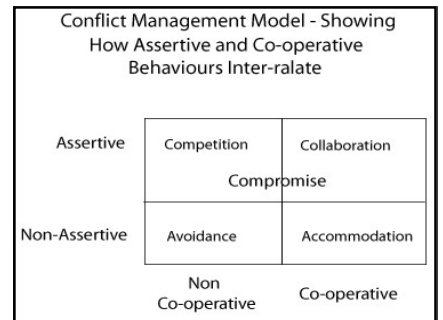
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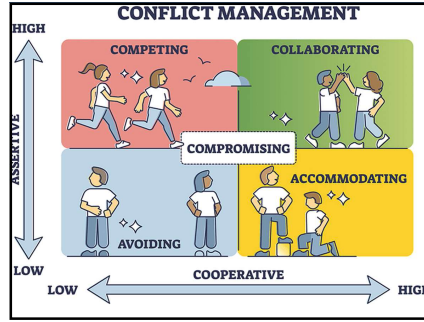
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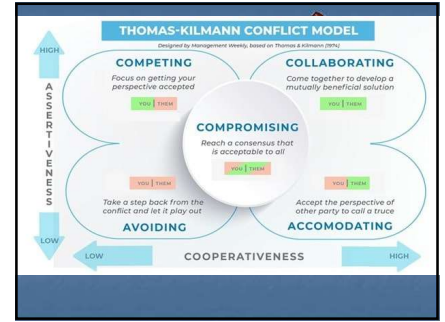
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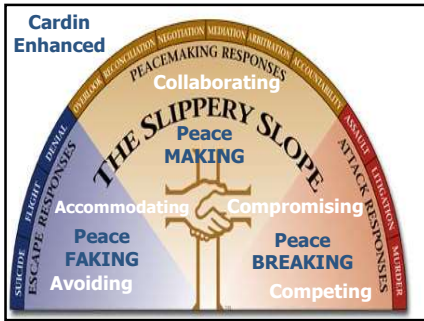
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Competing

"My Way or The..." (Use Sparingly)
[Assertive/Uncooperative]

- + Asserts Their Position. Quick Decision. Self Defense.
- They May Not Give Feedback. Reduced Learning. Low Empowerment. Surrounded by "Yes Men." Strained Relationships. Restricted Influence. Indecision. Slow to Act. Contributions Withheld.

77

Competing

When to Consider

When There Is Only One Response (Based on Policy, Etc.)
When an Unpopular Action Needs to Be Taken. When a Quick Decision Is Needed.
When You Are under Attack. When Consensus Fails. When People Are Too Reserved.

*Where Do You Want to Go?
It Doesn't Matter.
Ok, How About... Oh, Not There...*

78

Competing

Being Careful to

- Lay the Groundwork. Explain Your Motives. Appeal to Shared Concerns. Be Specific. Be Focused. Be Respectful. Listen and Respond. Don't Threaten. *State Patrol.* Assert Authority. Outline Healthy Boundaries.
(Heb 12.5 Speak, Rebuke, Chasten.)
- Examples
- Decisions without input. Reading about decisions made without your knowledge.

79

Collaborating

"Two Heads Are Better than One."
[Very-Assertive/Very-Cooperative]

- + High Quality Decisions. Integrating Solution. Learning. Merging Perspectives. Gaining Commitment. Strengthening Relationships. Creates a Win-Win Atmosphere. Combines the Insights So as to Reach a Richer Understanding. *(Blind Men Describing an Elephant.)* Joint Ownership.
- Spend Too Much Time on Trivial Matters. Diffused Responsibility. Others May Take Advantage. Work Overload.

80


Collaborating

When to Consider

When Both Concerns Are Vital. When Learning Is Needed. When There Is a Need to Merge Insights from Diverse Perspectives. When You Need Commitment to a Decision (*Ownership*). When Relationships Need to Be Restored.

81

Collaborating



Being Careful to Set the Right Tone When Addressing the Issue. Identify Both Sides of the Concern. State the Conflict Is a Mutual Problem. Brainstorming. Then Picking the Best Ideas from All. Be Firm, with Flexibility. *Roots and Wings*. Use "We" Language Without Blaming. Stay Focused on the Benefits of Reaching the Solution Together. Since Time Is Needed, Ensure the Time Spent Is Acceptable to All. Listen Rather than Jumping to Conclusions. State Clearly Your Concern. Restate the Other Persons Concern Showing Understanding. *Is There a Way to Do Both?* Stay Away from Language Such as "We Need To..." or "We Should..." Use Phrases Such as "What If We Were To..." or "Suppose We ..." Agree on the Best Ideas. Use Humor. Seek Consensus.

Examples: Reflective Listening. Try to Make the Case for the Other Person. *Reframing*.

82

Compromising

"Let's Make a Deal" [Mid-Assertive/ Mid-Cooperative]



+ Speed and Expediency. Fair. Maintains Relationships.

- Lose the Big Picture. Lose Long Term Goals. Could Become Cynical.

COMPROMISE
LET'S AGREE TO RESPECT EACH OTHER'S VIEW, WE MIGHT FIND SOME OTHER WAY TOO.

83

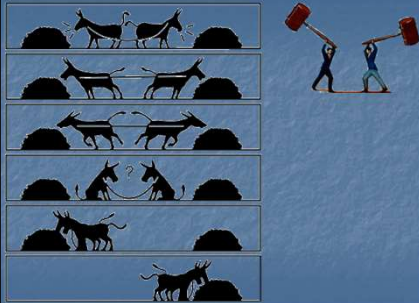
Compromising



When to Consider

- When People Need to "Save Face." (To Keep from Embarrassment.) When You Need a Temporary Solution to a Complex Issue. When You Need a Quick Decision with Great Time Constraints. When Being More Assertive Would Harm Relationships. When Other Methods (Competing, Collaborating, Etc.) Have Failed.

84



85

Compromising

Being Careful to Explain Compromising Isn't Weakness. Make Concessions as Long as They Are Reciprocal. Insist on Fairness up Front. Determine the Facts as Objectively as Possible.



Examples: One Divides the Items, the Other Chooses Which One.

Give & Take

86

Avoiding


"If You Ignore It, it Will Go Away." [Unassertive/Uncooperative]



- + Reducing Stress. Saving Time. Steer Clear of Danger. Wait for Better Conditions.
- Loss of Respect. Resentment. Delays. Decline in Working Relationship.

87

Avoiding



When to Consider

- Issues Are Unimportant. When the Issues Are Really Symptoms of Other Issues. When the Issues Are Something Someone Else Can Handle. When Issues Are Just Too Sensitive. When It's an Issue That You Simply Can Not Win (Lose/lose).

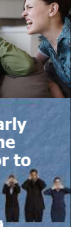
88

Avoiding

- Being Careful to - Avoid Issues of Blames. Control Your Anger. Don't Discuss Personalities. Clearly Declare Goals. When Postponing, Set the Time. *How Big Is this Table?* Use Humor to Defuse Tension.

Examples

- Quitting jobs. Changing jobs. Becoming More Absent. Giving the Appearance That You Are Not Aware (Didn't See, Didn't Hear, Hasn't Spoken). Lack of contact. Lack of participation. Not Available.



89

Accommodating



"I'll Help It..." [Un-Assertive/Mid Cooperative]

- + Helping Others. Restore Harmony. Building Relationships. Choose a Quick Ending. Servant-hood.
- Loss of Respect. Loss of Motivation. There Is a Danger of Moving from a Victim to a Volunteer.

90

Accommodating

When to Consider




When You Are Doing a Favor to Help Someone. When You Have Been Persuaded. When You Are Obeying Authority. When You Are Deferring to Someone Else's Experience. When You Are Appeasing Someone Who Is Dangerous. When You Have Been Outvoted. When You Have Been Convinced. When You Need to Repair Any Damage You May Have Caused. To Lead in Forgiveness So All Parties May Move On.

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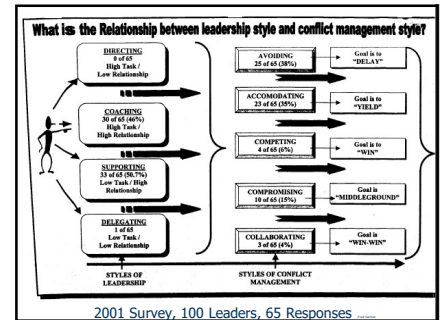
Accommodating

Being Careful to

- Do Not Be a Sore Loser. *Well, I Was Never in Agreement.* Accept Anger but Not Abuse. Explain but Not Defend. If There Is Wrong, Apologize.
- Examples: One side requested (demanded), the other side complied.




92



93

Deal With Conflict

- QUICKLY! Or it could escalate.
- Keep it SMALL (individuals as much as possible, not groups at first) *Firestorm by Ron Susek - Spark, Small Flame, Big Flame, Uncontrollable*




94

Conflict - A Biblical Approach



95

Dealing With Difficult People



96

W A G E

I would like a WAGE from our time together

Weak - (Consider cutting or adjusting)
 Average - (OK)
 Good - (Will consider using this)
 Excellent - (Will Definitely Use)

What's the ONE THING you received that you will use?
 Please share - HECardin@gmail.com

97

PRAYER



98