

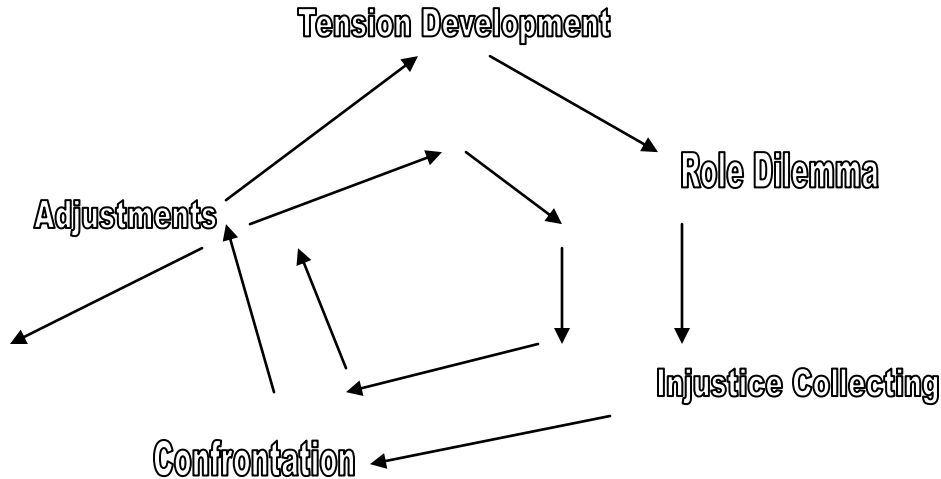
## Solve Problems Before Conflict Comes

### Introduction:

- Conflict is often a mismanaged problem.
- Conflict mainly happens where there is a perception of mutually exclusive goals.

I. Why do problems grow into conflicts? James 4:1-10

II. How do problems grow into conflicts?



III. How do we help problems grow into conflicts?

#### A. Heart issues:

1. Pride, Pro 13:10
2. Anger, Pro 15:18; 29:22; 30:33; cf. 10:12
3. Greed, Pro 28:25, cf. 17:1
4. Dishonesty, Pro 16:28

#### B. Habits:

1. Five kinds of responses:
  - a. Avoid (lose)
  - b. Accommodate (lose/win)
  - c. Compete (win/lose)
  - d. Compromise (lose/lose)
  - e. Collaborate (win/win)
2. Two main factors:
  - a. Relationships
  - b. Goals
3. Three contributing forces:
  - a. Perspective
  - b. Setting
  - c. Reactions

#### IV. How can we stop problems from growing into conflicts?

##### A. Anticipate the potential for conflict, Proverbs 22:3; 27:12; cf. 14:16

1. Perception
2. Past problems
3. Personal interaction
4. Pressure

##### B. Avoid conflict with integrity, Proverbs 14:15-17

1. Slow down
2. Create space (right time and place)
3. Check the temperature

##### C. Engage the problem productively, Proverbs 18:13, 17; cf. 18:6

1. Learn the history; gather the facts
2. Get the right people at the table
3. Depersonalize the issues

##### D. Resolve problems through good communication and wise decisions, Proverbs 15:1-2, 28, 31-32; 16:23-24; 17:27-28; 15:14; 18:15.

1. Get the right goal!
2. Establish clear guidelines
3. Watch emotions and address them carefully, properly
4. No games!
5. Get on the solution side of the problem:
  - a. What are options for solving this problem?
  - b. What are the pros and cons for each option?
  - c. Which one can agree on?

##### E. Celebrate the successful solution of problems, 17:1 (cf. 15:17!); 15:23