



Conflict Resolution

Video Notes

Discussion Questions

1. What is one thing from the video that resonated with you?

2. Nicole mentioned that according to 2 Corinthians 5, Christians are called to be agents of unity. However, in the workplace many factors cause conflict, including competition over resources, differences in individual beliefs, personalities, work styles, values, and unclear roles. When conflict arises, many are fearful to address the conflict. Why is this and how can we address the conflict while still maintaining unity?

3. Matthew 18:15-17 (ESV) Jesus describes a process for conflict resolution between coworkers, *“If your brother sins against you, go and tell him his fault, between you and him alone. If he listens to you, you have gained your brother. 16 But if he does not listen, take one or two others along with you, that every charge may be established by the evidence of two or three witnesses. 17 If he refuses to listen to them, tell it to the church. And if he refuses to listen even to the church, let him be to you as a Gentile and a tax collector.* Jesus’ ministry was full of conflict, yet He always addressed the conflict while still showing love. How can you engage conflict and use this model of Jesus to show love?

4. Nicole talked about the expectations that exist in conflict and how they are connected to our feelings. When pain occurs from conflict, we usually choose to fight or flight. What happens if you always avoid conflict? What happens if you address the conflict and not in control of your emotions? Why is self-awareness so important in conflict and how can it help your workplace culture?

5. One of the biggest issues with conflict is blame. Jesus tells us in Matthew 7:3-5 (NIV), 3 *"Why do you see the speck that is in your brother's eye, but do not notice the log that is in your own eye? 4 Or how can you say to your brother, 'Let me take the speck out of your eye,' when there is the log in your own eye? 5 You hypocrite, first take the log out of your own eye, and then you will see clearly to take the speck out of your brother's eye."*

Taking responsibility for our own contribution to the conflict is an important step to finding resolve. Why is this such a struggle for so many? What steps can be taken to turn this into a strength instead of a weakness?

Application

As God's people, we are called to respond to conflict in a way that is different from the way the world deals with conflict. Conflict provides an opportunity to glorify God, serve other people, and grow to be like Christ. What is one conflict resolution action item you are willing to begin applying in your life within the next 30 days?

Going Deeper

This section is an extension of the above material and is designed for a deeper study/devotion on your own. Read the scripture below and take time to journal and put this content into practice to help shape your culture at work.

1. When conflict isn't resolved, it can hurt you and your relationship with God. Jesus said in Matthew 5:23-24 (MSG), **23-24** *“This is how I want you to conduct yourself in these matters. If you enter your place of worship and, about to make an offering, you suddenly remember a grudge a friend has against you, abandon your offering, leave immediately, go to this friend and make things right. Then and only then, come back and work things out with God.”* How has unresolved conflict affected you and your relationship with God?

2. As believers, we are called to actively pursue genuine peace and reconciliation instead of accepting premature compromise or allowing relationships to wither. We are called to “Forgive others as God, through Christ, has forgiven us”, (Ephesians 4:32 NIV). In what ways can you work on this in your life?

3. Sometimes conflict can glorify God, edify the body of Christ, and reflect His character. List some examples of this.
