



Real skills for
**DEALING WITH
REAL PEOPLE**



Written by
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THE NEWS BLURB

Get the word out to your group



BAM! POW! OW!

The CONFLICT occurs!

Do you: Fight? Flee? Face? Or Freeze?

You have relationships? Then, of course, you also have conflicts!

Conflicts are not bad or wrong. We all see life from differing angles.

People are experts at wrong ways to handle conflicts. Come to learn some positive ways.

You don't want to miss this one!

Join us ...(your information)

FACILITATOR WARM UP

This warm up gives background information to review and digest. Not everything in here will be taught in the session, but it will be helpful for you! This is not a session to wing! You can't just teach this one from the manual. To be an effective facilitator, you will not only need to know the material, but also to use it. Teach what you live! What follows is some background information on conflict.

ABOUT CONFLICT

Diversity and differences exist to be celebrated. Sometimes we forget that! Conflicts are the differences that collide, causing threatening feelings. Learning to defuse the emotions and work towards positive solutions is the goal. While the skills in this session are applicable to organizations, the emphasis here is on personal relationships.

Conflict Categories - When needs are threatened

Threatening conflicts comes in three general categories.

1. **Relational needs.** Think power, respect, love, friendship, acceptance, sexual fulfillment, and ego.
2. **Resources.** Think ownership, copyrights, drinking water, clean air, borrowing a sister's clothes or neighbor's tools!
3. **Values and beliefs.** Think politics, religion, family systems, freedom, and morality.

When these needs are crossed (or perceived or imagined to be crossed), there is conflict.

BAM! POW! OW! Conflict can hurt, like a punch in the gut, like the stress of a pounding headache, or it may just feel like a small pinch. Even those small pinches over time add up to be bigger pains. We choose to react by fighting, fleeing, freezing, or facing.

Conflict Styles - Responses To Conflict

Although conflict styles are varied, they can be grouped into four general categories:

- *Flee – Avoid*
- *Freeze – Paralyzed*
- *Fight – Confront*
- *Face – Problem Solve*

Flee – Avoidance

Given possible negative feelings, people may choose to avoid conflicts by withdrawing from the source, avoiding discussing, or pretending it will just go away. There are three types of avoidance.

Run: Some assume they can outrun the conflict. Running away or total avoidance may give distance, but does not resolve the conflict. Just because a person does not see the conflict does not mean it is not there.

Denial: People might pretend a conflict does not exist, or minimize the conflict as not important. When asked what's wrong, the person answers "Nothing," when actually he or she is submerging or restraining the anger or bitterness he or she is feeling. These denied feelings often come out later in the form of backbiting, sarcastic remarks, or cruel putdowns at unexpected times.

Accommodate : *Accommodators* feel that agreeing is easier than disagreeing. In conflicts, they try to smooth over the situation with apologies or by other means. Rather than risk a relationship by sharing how they really feel, they may discount their feelings, try changing their opinions, or even put themselves down. Resentment often builds over time, resulting in a more serious conflict or the serious emotional problems that occur when feelings are stuffed .

Freeze – Paralyzed

Freezing happens when people don't know what to do or how to respond. Silence and sulking may result. People become immobilized with a sense of powerlessness. Often this happens when the conflict is unexpected or shocking. The person may have no experience or tools to deal with conflict.

Fight – Confrontation

People who tend to confront a conflict head-on may view conflicts as a "win-lose" proposition. Believing that one person is right and the other wrong, confronters may adamantly state their own positions, while firmly disagreeing with the other's position. They often become aggressive, using insults and threats to defeat their target. When confrontation is used, it often escalates the conflict into a more serious struggle than what originally caused the conflict.

Problem Solving

The problem solver is likely to view conflict as a natural part of all human relationships and tends to be less concerned with establishing who is right or wrong than with finding a solution satisfactory to both. There are two ways of doing this.

Compromise

The person who chooses to compromise assumes each person must give something up. Instead of one person winning and the other losing, each person wins partially and loses partially. Compromise is only effective if both people retain what is most important to them, while giving up only on the issues that are less important to them. If either person lets go of something held dear for the sake of compromise, the result may be unhappiness and resentment. If this happens, compromise becomes a form of accommodation.

Collaboration

Rather than assuming that something will have to be given up, the collaborator attempts to explore how both people's needs might be met. The assumption is that a "win/win" solution can be found. In order to be successful, collaboration requires an understanding of what led to the conflict and what is at stake for each person. This information not only provides the basis for a solution to the immediate problem, but can also help avoid similar problems in the future.

Conflict Resolution - The Plan

The list below gives steps for dealing with conflict in a constructive way. Many who teach conflict resolution have invented acronyms for remembering the elements, including RESOLVE, CALM, BEDROL, CUDSA, VALUED, VOMP, and yes there are even more! Instead of adopting, adapting, or creating another acronym, the following steps provide the most complete and succinct plan. All versions of conflict resolution plans have in common the elements of listening, reflecting what is being heard, and brainstorming ideas. This is the core of every model.

PLAN

Reacting on the spot to a conflict may not be your best choice. Instead, take some time to reflect and plan ahead. Define the conflict in your mind. It is best to separate the person and the conflict. Removing the person means letting go of your biases, your history, even your feelings. If you cannot do this, then consider enlisting a third person as a mediator. Think through the actual conflict and what you need, as well as what you could give up.

APPROACH

The other person may or may not be aware of the conflict. The temptation is to begin with accusing language. When asking to talk through a conflict, always use “I” messages. (I feel ... when you ... because ... I hope ...) Tell the other about your personal concerns, feelings, and hopes.

POSITIVE

It is amazing how beneficial it is to get off on the right foot. Politeness works wonders. To do this, begin by stating your positive intentions about the relationship and hopes for finding a solution, such as “I appreciate your willingness to work this out,” or “Thank you for taking the time to meet with me,” or “Is this a good time to talk? I really want us to be able to come to an agreement.”

LISTEN

When there is a conflict, each side will want his or her position to be heard. Those who are really good at conflict must come eager to hear and understand the opposing view. James 1:19 is a good reminder, “*Be quick to listen, slow to speak, slow to anger.*”

Come curious about the other person’s views. Understanding goes a long way when someone takes the time to truly listen. When this happens, people are much more willing to work things out.

REFLECT

Part of listening is reflecting back an understanding of the other person’s feelings and views. When you do this, people say, “Yes, that is it!” or they will say, “No, it’s more like...” and help you understand.

When you have done your work of listening and summarizing, it is easy to say, “Is it okay to share my perspective?” Chances are the other person will be willing to hear your side. When you are done sharing, you may need to prompt the other, “Would you be willing to summarize how you think I am feeling and my view?”

Next, it is helpful to summarize the discussion, along with defining and agreeing on the issue. This short step is the bridge between defining the problem and identifying possible solutions. “Let’s make sure we agree on issue that we can solve together.” It will not be possible to find a resolution to the conflict unless both people agree about exactly what the problem is.

OPTIONS

There are always a variety of choices that could be made. Brainstorm together. I have a friend who likes to list our thoughts on a legal pad. It seemed to make our process much more concrete. After we had a good list, she said, “Now, there are ideas we haven’t thought of yet, let’s write them down, too.” I was surprised when we found even more options to add.

The suggested solutions should be discussed carefully to determine the advantages and disadvantages of each, including its possible future consequences.

SOLUTION

It is likely that one of the brainstormed choices will rise to the top as acceptable to both parties. Each person needs to agree about what they will do or stop doing! Keep the solution balanced so that both people are contributing to the resolution.

FOLLOW-UP

Set a time for follow-up. Agree on a time to check in with one another in the near future. It is difficult to predict all the consequences of the agreed upon solution. For this reason, it is essential to establish a checkpoint when both people will know that they can bring up any unexpected problems that might have emerged. This will also encourage both people to be accountable for what they have agreed to do.

BAM! POW! OW!

Conflicts

Theological Perspective

We say Christianity is about making peace, healing, and bringing people together, and it is. But, we also hear Jesus saying, “Do you think that I have come to bring peace to the earth? No, I tell you, but rather division!” Luke 12:51. Jesus stirred up divisions and created conflict not for the sake of division, but to surface existing conflicts or to find new ways. It is often out of conflict that new ideas, movements, and even stronger friendships are born. When conflicts occur, the tendency is to fight, flee, or freeze in fear. Facing conflict is an act of care, a way to welcome, and thus an important skill.

Skill Development

- Conflict resolution steps
- Defuse detours
- View conflicts as positive opportunities for growth

THE NEWS BLURB

FACILITATOR WARM UP

About Conflict

SKILL SESSION Approximately 90 minutes

HEART

I want it!
Thumbs Up, Thumbs Down, Thumbs Sideways
Defining Conflict
My Very Own Conflicts

HEAD

Conflict Resolution Plan
Prodigal Son Conflicts

HAND

The Prodigal Conflicts
Handling a Personal Conflict

HOLINESS

Newspaper Prayer

Materials Needed

Bible
One dollar bills or single sheets of paper

Copies of
The Conflict Cycle
Conflict Resolution Process

Real Skills for
DEALING WITH REAL PEOPLE

BAM! POW! OW!
WHEN CONFLICTS OCCUR

by Dr. Barbara Varenhorst and Lyle Griner



I Want it!

Ask participants to turn towards a partner. Give each pair a dollar bill (or a sheet of paper). They each take one corner.

Explain that this dollar bill (or paper) represents everything they own plus everything they ever wanted to own. It represents all their cherished beliefs, values, plus their valued relationships. *Everything!* Everything that is important to them is embodied in that bill. Both partners desire, need, and want what the bill represents. Each person believes he or she is the rightful owner. The bill cannot simply be shared. It is worthless if ripped in two. They have one minute to resolve the problem.

Sixty-seconds: Ready, go!

Listen and observe what each pair does. After a minute is up, ask them to describe their experience. Report your own observations.

✦✦✦ Questions ✦✦✦

- Describe what happened. What did you do or not do?
- Who won? Who lost? Who is feeling happy? Who is feeling irked at someone? Say more!
- Who felt they came up with a mutually acceptable solution? How?
- Who felt they were taken advantage of? Tell why.

Thumbs Up, Thumbs Down, Thumbs Sideways

Ask for a show of thumbs up, thumbs down, or thumbs to the side in response to the following statements about conflict. Ask for some short responses. Avoid getting into long conversations. Keep it moving!

Thumbs up / Thumbs down / Thumbs to the side

Conflict is bad.

- When is it bad? When can conflict be good?
 - In what ways?

Thumbs up / Thumbs down / Thumbs to the side

All conflicts can be resolved.

- How are they?
- What happens if they cannot be?

Thumbs up / Thumbs down / Thumbs to the side

All personality conflicts can be resolved.

- How are they?
- What happens if they cannot be?

Thumbs up / Thumbs down / Thumbs to the side

I am good at handling conflicts.

- What are the ways you handle conflict?
- What are ways you *DON'T* do well in handling conflicts?

Thumbs up / Thumbs down / Thumbs to the side

Conflicts make relationships stronger.

- In what ways?
- What are various ways people respond to conflict?

Thumbs up / Thumbs down / Thumbs to the side

Angry emotions during conflict are bad.

- What do you do when you get angry?
- How could anger be positive?

Defining Conflict

Although you could look up a dictionary definition, investigate what conflict means to participants. Have the group explore what they already know and believe about conflict, the role it plays in their lives, what it means to them, and how it affects them.

Use a flip chart:

A first page to record images.

A second page for feelings experienced.

A third page for wrong ways to handle conflict.

Consider laying chart paper on the floor with several people recording, possibly even drawing some of the images. Make a collage of the words and images, rather than listing them in rows.

Use what is on the chart to highlight the three areas from which conflicts stem: resources, relational needs, and values and beliefs.

+++ Questions +++

- **What mental snapshot images come to mind when you hear the word “conflict”?**
- **What feelings do you have when conflicts occur?**
- **How do you define conflict?**
- **What types of issues cause conflict?**
- **What are WRONG ways to handle conflict?**

▶ ▶ ▶ Points ◀ ◀ ◀

- ~ **Conflict Images.** Rams butting heads. Tug of war. Yelling. Arm wrestling. War. Lawsuits. Duels. Sword fight. Angry faces. Pointing fingers. Fist fight. Hand cuffs. Protests. Backed into a corner.
- ~ **Dictionary Definition.** A serious disagreement or argument, typically a protracted one. A competitive or opposing action of incompatibles : antagonistic state or action.
- ~ **Conflict Sources.** Disputes happen over 1. *Resources*, 2. *Relational needs*, 3. *Values and Beliefs*. A dispute between two people or two countries will still stem from one, or a combination, of these categories.
 - ~ **Conflict Over Resources.** “That is mine!” These conflicts are easy to identify. They usually occur when people want the same thing and there is not enough to go around. Issues range from the last piece of pizza, to the ownership of countries.
 - ~ **Conflict Over Relational Needs.** “I deserve respect!” These are conflicts over needs such as power, friendship, acceptance, sexual fulfillment, and recognition. Since these needs are often risky to reveal, they often are hidden beneath the surface. They are harder to resolve unless one is skillful in recognizing feelings and can be honest in expressing his or her own feelings.
 - ~ **Conflict Over Values and Beliefs.** “This is truth, you should believe it!” Values are the basis of our belief system; therefore, these conflicts are the most difficult to resolve. When values are challenged, people often react with defensiveness and stubbornness. What needs to be remembered is that values don't have to be abandoned in order to resolve conflicts. Rather, there has to be a mutual agreement that each person views the conflict differently, and that mutual respect for one another's values can lead to a resolution.
- ~ **Wrong ways to handle Conflict:** Sample from what groups came up with.
 - Call the person a jerk! (or other expletive).
 - Call the person a stupid jerk!
 - Complain to everyone about the person
 - Avoid him or her
 - Blame them
 - Threaten them
 - Shame them
 - Send angry emails or texts
 - Use social media to blow it out of proportion
 - Triangulate, triangulate, triangulate
 - Refuse to listen

- Ignore it
- Spread rumors about the person
- Point out all their faults and flaws
- Post your complaint on Facebook
- Stew about it
- Throw a tantrum
- Be passive-aggressive
- Pretend you know it all
- Tell them to get over it
- Quote statistics or authorities
- Quote verses from the Bible
- Attack with, “*What would Jesus do?*”
- Attack with, “*I will pray for you.*”
- Say, “*It’s no big deal.*”
- Start with, “*When I was your age...*”
- Try and get the other person really angry
- Say, “I know exactly how you feel.”
- Shut down. Say nothing. Just look mad.
- Refuse to see any good in the other person
- Yell
- Try and make it a joke
- Throwing things
- Pretend it will just go away
- Pretend it doesn’t exist

My Very Own Conflicts

Give everyone a copy of *My Conflicts*, along with *Conflict Examples*. Print back to back
 Give a brief explanation to the cycle shown on the handout.

This is a discussion with one or two other people to help understand your personal style and beliefs about conflicts. When a conflict occurs, we have learned various ways of responding, which results in others’ reactions. These experiences shape our own beliefs and feelings. Knowing our own conflict cycle allows us to consider new possibilities for response.

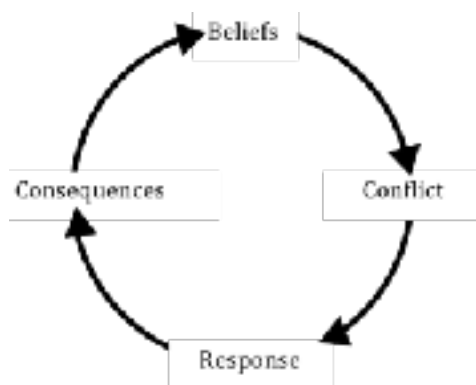
Turn to a partner.

Choose a current or recent relationship conflict.

See the examples on the back side of the *My Conflicts* for ideas.

Work through the questions with your partner in the handout. *My Conflicts*

My Conflicts



The Conflict Occurs — **BAM! POW! OW!**

- **A present or recent conflict I have is...**
It may feel like a pinch or feel like a slug in jaw!
- **Conflicts cause me to feel...**
Confusion? Anger? Challenged? Fear? Opportunity?
- **I need...**
Is it over a *resource*, a *relational need*, or a *belief or value*?

Response — **FIGHT? FLIGHT? FREEZE? FACE?**

- **I typically respond by...**
FIGHT: Argue? Get defensive? Do you attack? Raise your voice? Call in the authorities? Get even by gossiping or spreading rumors?
FLIGHT: Run? Try to ignore? Bury or stuff my feelings? Use the silent treatment, playing the game, “Guess what I am mad about?” Make jokes? Curl up and cry?
FREEZE: Panic? Shock? No idea what to do? Just stand there?
FACE: Ask the person to talk about it, valuing relationship? Try and find a compromise, both giving in a little? Try and find a solution that fits both needs? Clearly communicate that the relationship is over?

Consequence — **ESCALATION? DE-ESCALATION?**

- **Others respond to my response style by...**
Does your handling of the conflict cause the other person stress? Relief? Escalation? De-escalation? Resolution? Compromise? Acceptable Solution? Avoidance? Better or worse relationship?

Beliefs and Attitudes About Conflict — **EXPERIENCED? TAUGHT? GREW UP WITH?**

- **I probably got my beliefs about conflict from...**
Family? Sports? Peers? Media? Church?
- **I now believe conflicts are...**
Do you believe conflicts have to be won? Are opportunities for growth? Will show weakness if you give in? Are always bad? Should be avoided at all costs?

The Cycle! — **DOING WHAT YOU’VE ALWAYS DONE GETS YOU WHAT YOU’VE ALWAYS GOTTEN.**

- A conflict happens, you choose responses, people react, you form beliefs and that becomes a pattern that you use again in the next conflict.
- **An improvement in how I deal with conflict would be...**

Conflict Examples

– shared by teens and young adults

1. My parents grounded me for three months for a C- grade. I don't think that is fair!
2. My best friend is trying to steal my boyfriend.
3. I found out one of my long time friends is spreading rumors about me on social media.
4. My dad says he will disown me if I "turn gay!"
5. My boy friend hit me the other night.
6. I don't feel our youth leader ever listens to our ideas for improvements.
7. I have a friend at school who is telling me I will go to hell if I'm not *born again*.
8. My boy friend is pressuring me to have sex.
9. My roommate wants me to leave so he can be alone with his girlfriend.
10. My closest friends only want to party on weekends. I think their drinking is way out of hand. They didn't used to be that way.
11. I try and talk to him, but he always starts talking, putting words in mouth. He never listens.
12. My parents won't let me go to church until my grades improve. They say I only go for social reasons.
13. My parents are getting divorced. They say it is not my fault, but it sure feels like they are taking it out on me.
14. My parents don't like my girlfriend because her family "aren't real Americans!"
15. I lent my friend \$50 and now she won't pay me back.
16. My coach said I cannot start because I need to miss a practice for Lent worship on Wednesday.
17. I like this boy, but he likes this other girl because she will do things that I won't do. Maybe I should do things like that, too.
18. My friend was mocking another of my friends. I told him to stop, and now he won't talk to me any more.
19. Now that my best friend has a girlfriend/boyfriend, he/she never has time for me.
20. My best friend never had time for me while dating. Now they broke up and I'm expected to drop everything to hang out with her.
21. My friend is bi-polar and I'm trying to be a supportive friend, but sometimes I'm not treated very well.



The Prodigal Conflicts

Read Luke 15:11-32: the story of the Prodigal Son.

● **What are the “Bam, Pow, Ow” potential conflicts in the story?**

Ask for volunteers to be an older son and a father.

PRODIGAL CONFLICT #1

Let's assume the conflict continues. The older son has kept quiet but is still angered that the younger son gets a hero's welcome. His own loyalty has never been celebrated. The older son approaches the father about the conflict. Consider letting the group give the Oldest Son (or daughter) a name!

Before beginning, we need a process, a method, some steps to follow!

Hand out the *Conflict Resolution Plan*.

Introduce the steps, giving a brief overview of each. Note that the steps not only give some positive skills for how to deal with conflict, but can be effective for defusing some of the stressful emotions that come with conflicts.

Now, the characters!

Verbally announce one step at a time, allowing the characters to respond after each. Coach their responses in order to understand the steps.

PLAN

Ask the Oldest Son what he may want to think through ahead of time. Ask group to help.

APPROACH: Oldest Son.

How do you approach your dad? (Only “I” messages!)

POSITIVE

Oldest Son sets the stage. What would you say?

LISTEN

Dad states his perspective.

REFLECT

Oldest Son reflects Dad's feeling and viewpoint.

LISTEN

Oldest Son states his perspective.

REFLECT

Dad reflects Oldest Son's' feeling and view point.

OPTIONS

Both Dad and Son come up with ways to resolve the frustration.

SOLUTION

Together pick what sounds like the best option.

FOLLOW-UP

Dad suggests a time to see how it is going.

If you have time, do one or both of the following Prodigal Son story conflicts. Use the same process as the first one.

PRODIGAL CONFLICT #2

Ask for a different older brother and a younger brother.

Assume it is two weeks later. The younger son knows his older brother is upset with him and that he is still complaining to his dad and everyone else that works for him. The younger brother has been working his butt off, starting the day after the party. He knows he has to contribute to the family farm. The younger son decides it is time to try and mend the hurts with the older brother.

PRODIGAL CONFLICT #3

Ask a new father and a new younger brother.

Again, assume it is two weeks later. The younger son enjoyed his party, but in this scenario he has been laying around the house wearing his robe, admiring his ring, and not wanting to work, in case he would get his new sandals dirty. Father assumed he would start working. Father decides to work things out.

(handout) Conflict Resolution Guide

PLAN – *Reacting quickly may not be your best choice. Stop, pause, and plan ahead.*

- What is the conflict about? Resource? Relational need? Belief or value?
- *Is it important to me? Why does this matter to you?*
- Can the issue be separated from your feelings toward the person?
- Is safety a concern? Do you need to include outside help? Walk away?

REQUEST – *Always “I” messages. Never accusing or attacking with “You...”.*

“I’m concerned.” “I’m feeling...” Can we talk about...”

POSITIVE – *Respect and kindness go a long way.*

- Choose a safe, neutral time and place.
- Validate the other person.
“I appreciate your willingness to talk about this.” “Thank you for taking this seriously.”
- State positive intentions.
“Let’s set aside some of our frustration with each other and focus on the issue.” “I am certain we can work this out.”
- Acknowledge a willingness to explore all solutions.
“I’m sure I have not thought of all the possibilities.” “I need to understand what you are thinking and feeling.” “I think you may have information that I don’t know or understand.”

LISTEN – *Hear each others perspective! You are seeing the same picture, but from different angles.*

- I’ll listen to you, you listen to me.
“I need to hear your perspective.” “How are you feeling?” “Can I tell you what it looks like from my angle?”

REFLECT – *Wear the other person’s shoes. Understand what is in the other’s heart.*

- Summarize what you hear.
“I think what I am hearing is that...” “I am hearing this is important to you because...” “You are feeling...” “What I didn’t understand before this is...” “We come at this with a different beliefs, but I think we both want ...”
- Define the problem

"It sounds like our the core of the issue is..."

OPTIONS – *There are always more options.*

- Brainstorm together possible solutions.

"What are all our options?" "Are there more we haven't thought of?"

SOLUTION – *Pick a choice that makes the most sense.*

- What is our best choice?

"What works for both of us?" "I'm willing to try this. Are you?"

FOLLOW-UP – *Following through requires checking back in.*

- Agree on a time to check with one another in the future.

"Are we still on track?" "Is this working?"



A Personal Conflict

Now it is time to apply the *Conflict Resolution Guide* to your own life.

Ask participants to return to the same partners with whom they talked through the *My Conflict Style* handout. During that conversation, they were to use a present or recent conflict. Ask them to use that same conflict, role playing with each other how they would now use the *Conflict Resolution Plan*. Ask that they use each step, as was just demonstrated with characters from the Prodigal Son story.

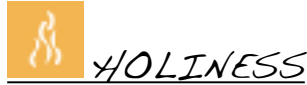
✦✦✦ Questions ✦✦✦

- ***What in this session was most helpful for you?***
- ***How will this session be practical?***
- ***How can conflict become a positive part of relationships?***
- ***When is it best to walk away?***

▶ ▶ ▶ Points ◀ ◀ ◀

- ~ *Skills give confidence.* Learning and practicing skills is empowering. As always, the challenge is taking the skills from this session into real life. That is where the real learning is.
- ~ Conflict is normal. In any relationship, there are going to be differences. With differences can come difficult emotions. Inviting a person to talk through the conflict defuses the emotions and honors the other as a person.
- ~ Preconceptions. Separating the issue from the person can be helpful. Old feelings, past history, or preconceived notions can cause the hope of solving a conflict to be lost. When this is the case, a mediator may become necessary.

➤ *Walk Away.* Abused? Walk away. Belittled? Walk away. Even Jesus says, "If anyone will not welcome you or listen to your words, shake off the dust from your feet as you leave that house or town." Mt 10:14 NRSV You cannot wish a relationship to change. If it is not safe, not uplifting, not going to get better, walk away. Not every conflict has a mutually acceptable solution.



Newspaper Prayer

Candle Time

Praying Through The Newspaper

Consider the newspaper a prayer book.

Lay out the main news pages from national and local newspapers. Invite everyone to pick up a page and find at least one illustration of a conflict. After a few moments of exploring, ask each person to briefly share what the conflict is, identifying if it is over a *resource*, *relational need*, or *belief or value*. After each person tells about the conflict, either invite someone to say a short prayer or, say the words "Lord in your mercy" as everyone else says in unison, "Hear our prayer."

SIDE BAR QUOTES

The more often I feel attacked, the more stubborn and unbending I become.

Anger isn't bad until the mouth gets ahead of the brain.

Joy= Suffering that has been worked through.

– Father Van Pelt (Boys Town)

Blessed are the Peace Makers

The wrong way always seems faster.

"Only by knowing and understanding each other's experiences can we find common ground on which we can examine and resolve our differences... . As the world becomes more and more interdependent, such mutual understanding becomes increasingly vital." – Jimmy Carter

Life is not about waiting for the storm to pass...

It's about learning how to dance in the rain.

—Vivian Greene

Don't be afraid of opposition. Remember, a kite rises against, not with, the wind.

–Hamilton Mabie

Every fight is on some level a fight between differing 'angles of vision' illuminating the same truth.

– Mahatma Gandhi

Where all think alike, no one thinks very much.
– Walter Lippmann

Listen first to understand; not to respond.

Conflict is seldom about the surface! It is likely about the unsaid, untreated, and unhealed wounds.

10% is about the difference, 90% is about the delivery and tone!

Peace is not the absence of conflict. It is the ability to handle conflict by peaceful means - Ronald Reagan

I'm a pencil in the hand of God. - Mother Theresa

If anyone will not welcome you or listen to your words, shake off the dust from your feet as you leave that house or town. Mt 10:14 NRSV