



## The Year of G.R.O.W.T.H.

**GENEROSITY. RELATIONSHIPS. OUTREACH. WORD. TITHING. HEALING.**

**January 24, 2017**

### SO YOU MAD? - METHODS FOR CONFLICT RESOLUTION

When conflict arises, it's easy for people to get entrenched in their positions and for tempers to flare, voices to rise, and body language to become defensive or aggressive. You can avoid all of this by using the Interest Based Relational (IBR) approach. Roger Fisher and William Ury developed the IBR approach and published it in their 1981 book, "Getting to Yes." They argue that you should resolve conflicts by separating people and their emotions from the problem. Their approach also focuses on building mutual respect and understanding, and it encourages you to resolve conflict in a united, cooperative way.

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I. Make sure that good **relationships** are a **priority**. Treat the other person with **respect**. Do your best to be **courteous**, and to discuss matters **constructively**.

Romans 12:9-19 (MSG)

II. Separate **people** from **problems**. Recognize that, in many cases, the other person is not "being difficult" – real and valid differences can lie behind conflicting positions. By separating the **problem** from the **person**, you can **discuss** issues without damaging **relationships**.

Matthew 16:21-23 (MSG)

III. **Listen** carefully. You'll get a better grasp of why people have adopted their **position** if you try to understand their **point of view**.

James 1:19 & Acts 15:36-41 (MSG)

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**THE HOUSE OF HOPE MACON**