

Interim Ministry Resources

Chapter 2 Start

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Resources

1) Accountability

A design for pastoral accountability - Ministry Magazine

Each minister will have to decide as to how creatively he or she could prepare the accountability report and show to the board or the church administrators how well pastoral time is spent and managed. One possible tool is to use a simple form like the one suggested here.

<https://www.ministrymagazine.org/archive/1992/07/a-design-for-pastoral-accountability>

Images for design for pastoral accountability - Ministry Magazine

<http://gcdiscipleship.com/2017/10/05/four-critical-values-for-pastoral-accountability/>

Images for critical-values-for-pastoral-accountability

<https://edstetzer.com/2017/02/pastor-accountability/>

<https://www.lifeway.com/pastors/2016/02/10/do-pastors-really-need-accountability/>

<https://www.versebyverseministry.org/bible-answers/pastor-accountability/>

<https://churchrelevance.com/accountability-for-pastors-is-paramount/>

<http://pastorseansblog.blogspot.com/2007/11/pastoral-accountability.html>

<http://henrycenter.tiu.edu/resource/pastoral-collegiality-accountability-in-calvins-geneva/>

Images for pastoral collegiality accountability

<http://www.reformation21.org/articles/pastoral-collegiality-and-accountability-in-calvins-geneva.php>

<http://www.pastoralcareinc.com/resources/accountability-groups/>

Images for accountability groups

<http://thewartburgwatch.com/2009/08/05/pastoral-accountability-and-christian-blogs-a-new-form-of-accountability/>

<http://gcdiscipleship.com/2017/10/05/four-critical-values-for-pastoral-accountability/>

<http://www1.cbn.com/content/pastoral-accountability-how-face-church-scandals>

<https://www.christianitytoday.com/pastors/books/masteringpastoral/mstmin04-7.html> Accountability That Makes Sense

Images for Pastoral Accountability That Makes Sense

<https://factsand Trends.net/2018/03/27/11-accountability-tips-for-pastors/>

Images for accountability-tips-for-pastors

Accountability - MinistryHealth.Net

Accountability simply means that we are to be answerable in key areas of our life to certain other qualified individuals, i.e. someone who has the courage to ask us the difficult questions and won't accept a superficial answer. For us to be accountable to someone else requires that we display an **honesty and vulnerability** that can be painful. It requires us to be **genuine, authentic and humble**.

http://www.ministryhealth.net/mh_articles/217_gm_accountability.html

Images for answerable

Images for honesty

Images for genuine

Images for authentic

Images for humble

Accountability Quotes - BrainyQuote

<https://www.brainyquote.com/topics/accountability>

Images for accountability quotes

<https://www.goodreads.com/quotes/tag/accountability>

www.wiseldsayings.com/accountability-quotes/

<http://7mindsets.com/accountability-quotes/>

www.azquotes.com/quotes/topics/accountability.html

www.janssensportsleadership.com/create-a-culture-of-accountability-quotes2/

Images for culture of accountability

<http://www.famousquotes123.com/accountability-quotes.html>

<http://www.betterworld.net/quotes/accountability-quotes.htm>

<https://www.lovequotesmessages.com/accountability-quotes/>

<http://sweetmanager.blogspot.com/2015/04/10-quotes-about-accountability.html>

<http://jasonyesser.com/accountability-quotes-for-entrepreneurs/>

<https://toolsformotivation.com/accountability-quotes/>

http://www.finestquotes.com/select_quote-category-Accountability-page-0.htm

www.totallyaccountable.com/quotes-to-live-by/

<https://www.govloop.com/community/blog/10-tips-encouraging-accountability-agency-quotes-inspire/>

<http://www.solutionsfocusedleadership.com/Accountability-quotes.html>

<https://www.amazon.com/Accountability-Quotes-Kallie-Riggs/dp/1521501440>

<https://www.dailychristianquote.com/tag/accountability/>

<https://mostphrases.blogspot.com/2017/08/accountability-sayings-and-quotes.html>

<https://www.everystoreperfect.com/retail-greatness/quotes-about-business-accountability>

Images for business accountability

https://www.rottentomatoes.com/m/champion_for_accountability/quotes

<https://www.theideadoor.com/church-callings/youth/young-women/personal-progress/choice-and-accountability/choice-and-accountability-quotes/>

Accountability: The Mark of a Wise and Protected Leader – Peacemaker Ministries

Both of these errors – under-protection and over-protection – can be avoided if churches and ministries replace a culture of criticism or denial with a culture of peace, where both leaders and members are equipped and encouraged to discuss differences and resolve leadership complaints as well as other conflicts in a biblical manner. There are several concepts that are especially important when preparing people to deal constructively with differences or concerns about leadership.

<http://peacemaker.net/project/accountabilitythe-mark-of-a-wise-and-protected-leader/>

[Images for Accountability: The Mark of a Wise and Protected Leader – Peacemaker Ministries](#)

[Images for wise leader](#)

[Images for under-protection](#)

[Images for over-protection](#)

Accountability | Topics | Christianity Today

<https://www.christianitytoday.com/ct/topics/a/accountability/>

[Images for Accountability | Topics | Christianity Today](#)

Accountability - Wikipedia

In ethics and governance, accountability is answerability, blameworthiness, liability, and the expectation of account-giving.

<https://en.wikipedia.org/wiki/Accountability>

<https://en.wiktionary.org/wiki/Accountability>

[Images for accountability](#)

Best 25+ Accountability quotes ideas on Pinterest

<https://www.pinterest.com/explore/accountability-quotes/>

[Images for accountability pinterest](#)

<https://www.pinterest.com/dogross/accountability/>

<https://www.pinterest.com/diworrall/accountability/>

<https://www.pinterest.com/thefinancialgym/accountability/>

<https://www.pinterest.com/buildingteams/accountability/>

<https://www.pinterest.com/pin/102105116527397262/>

Holding a Congregation Accountable - Effective Church

Ultimately, isn't it interesting that congregational accountability still comes down to pastoral leadership. And, so, here's the final response if you find yourself in a stalemate. If you can't lead your congregation into these changes, then another change is in order. You're faced with a choice. Either you develop the leadership skills you need and then bring the church leadership along, or if they won't come along then you hold them accountable... and you hold yourself accountable... by leaving the church and finding a better fit. And that is how to hold a congregation accountable.

<http://effectivechurch.com/holding-a-congregation-accountable/>

[Images for Holding a Congregation Accountable - Effective Church](#)

Piper's Pastoral Accountability | Desiring God

John Piper and the other pastors of Bethlehem Baptist Church know this, and so, among their other strategies for sanctification, they hold each other accountable with a simple questionnaire (PDF) that they each fill out weekly.

<http://www.desiringgod.org/articles/pipers-pastoral-accountability>

[Images for Piper's Pastoral Accountability | Desiring God](#)

<https://www.hopeingod.org/document/pastors-accountability-form>

<http://resources.thegospelcoalition.org/library/bethlehem-baptist-church-s-pastoral-accountability-form>

<http://www.desiringgod.org/authors/john-piper>

What Does the Bible Say About Accountability? - OpenBible.info

<https://www.openbible.info/topics/accountability>

[Images for Bible and Accountability](#)

<https://bible.knowing-jesus.com/topics/Accountability>

<https://www.gotquestions.org/accountability.html>

<https://www.desiringgod.org/articles/why-accountability-matters>

www.covenanteyes.com/2009/09/24/discipleship-101-biblical-accountability/

www.covenanteyes.com/2013/01/03/proverbs-about-accountability/

[Images for proverbs-about-accountability](#)

<http://www.patheos.com/blogs/christiancrier/2014/08/16/top-7-bible-verses-about-accountability/>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Accountability/>

<https://www.whatchristianswanttoknow.com/6-good-bible-verses-about-accountability/>

<https://www.biblestudytools.com/dictionary/accountability/>

<https://www.ligonier.org/learn/devotionals/law-and-accountability/>

[Images for devotionals/law-and-accountability](https://bible.org/seriespage/15-accountability)
<https://bible.org/seriespage/15-accountability>
<https://bible.org/seriespage/mark-16-accountability>
<https://bible.org/question/what-does-bible-say-about-age-accountability>
<https://www.christianquotes.info/top-quotes/11-bible-verses-about-accountability/>
<https://wordoflife.edu/2016/12/29/why-we-need-accountability/>

Why Accountability Is Weak in Many Organizations - ThomRainer.com

The evidence is overwhelming. Leaders are letting people get away with laziness, lack of productivity, personal branding, and personal interests to the detriment of the organization.

https://thomrainer.com/2012/11/why_accountability_is_weak_in_many_organizations/

Images for Why Accountability Is Weak in Many Organizations - ThomRainer.com

<https://thomrainer.com/tag/accountability/>

<https://thomrainer.com/2015/08/financial-giving-accountability-for-members-and-staff-rainer-on-leadership-147/>

<https://thomrainer.com/2016/02/4264/> Nine Ways Churches Waste Money - Thom Rainer #6

<https://thomrainer.com/2017/06/dealing-with-private-distractions-to-worship-rainer-on-leadership-336/> #3

<https://thomrainer.com/2017/02/entitlement-mentality-crept-churches/>

<https://thomrainer.com/2016/11/five-dangers-church-cartel/>

<https://factsandtrends.net/2014/06/17/thom-rainer-6-benefits-of-healthy-groups/> Evangelistic accountability.

<http://www.fellowshipatlantic.com/bookreviews.cfm?posts=1&threadid=1126> Breakout Churches by Thom Rainer - Fellowship Atlantic

Images for thom rainer (author)

2) Aggressors

The Pastor's Protection against Aggressors in The Church – Steadfast Lutherans

While pastoral abuse is very real and something to take very serious, I have not seen a plethora of books written about abusive parishioners lashing out towards pastors. Believe it or not, this does exist. I have not only witnessed this in churches but have unfortunately experienced it myself. On my personal blog I have made several postings like, “[Church Politics 101](#),” and “[Church Politics, Leadership Conflicts & The Dangers Of Autonomous Church Polity](#),” in order to address some of the difficulties of deeply embedded [oligarchies in the church](#), as well as identify some of the pitfalls of church politics. While these blog posts are very good, I have yet to come across a really good comprehensive book on the subject.

Well, tonight I was recommended the book, “[Pastor Abusers](#).” Several of my friends that I blog with at “Brothers of John The Steadfast” were visiting about it on Facebook. I just got done reading the first [sample chapter](#) and immediately ordered a full copy tonight. Check out the following that has been taken from [Kent Crockett's website](#):

<http://steadfastlutherans.org/2012/05/the-pastors-protection-against-aggressors-in-the-church/>

Images for The Pastor's Protection against Aggressors in The Church

http://www.kentcrockett.com/pastor_abusers_book.html

Images for kentcrocket/pastor_abusers_book

The Role of the Pastor: The Protector - Talk to Action

But in many churches, we find pastors willing to be coached, willing to defend their congregation from external **aggressors** and internal malcontents, and willing to muster enough courage to stand up in order to protect and preserve the integrity, the heritage, and the health of their church. And what always happens when they do this is they empower a host of allies in their church who come to the aid of their pastor and their congregation, and who help silence, remove, or defeat those intent on destruction or disaffiliation.

<http://www.talk2action.org/story/2006/2/27/23117/7698>

Images for The Role of the Pastor: The Protector - Talk to Action willing to defend their congregation from external aggressors

TOP 25 AGGRESSORS QUOTES (of 100) | A-Z Quotes

www.azquotes.com/quotes/topics/aggressors.html

Images for Aggressors quotes

<https://www.goodreads.com/quotes/tag/aggressors>

<https://www.inspirationalstories.com/quotes/t/about-aggressors/>

<http://thinkexist.com/quotes/with/keyword/aggressors/>

<http://topfamousquotes.com/quotes-about-aggressor/>

What Does the Bible Say About Aggression? - OpenBible.info

<https://www.openbible.info/topics/aggression>

Images for bible and aggression

<https://bible.knowing-jesus.com/topics/Aggression>

<https://www.crossmap.com/news/top-6-bible-verses-on-aggression-6681>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Aggression/>

<https://biblehub.com/topical/a/aggressor.htm>

3) Anger

Anger Management - I Feel Pretty – YouTube

One of the most hilarious motion picture comedy scenes ever (a personal favorite of mine) where Dr. Buddy Rydell (Jack Nicholson) makes Dave Buznik (Adam Sandler) stop in the middle of ongoing traffic to calm down and "unfluster".

<https://www.youtube.com/watch?v=9LZ35Ar3r2k>

Images for Anger Management – YouTube

<https://www.youtube.com/watch?v=rkVoo6lkJhQ> Anger Management Plane Scene – YouTube

<https://www.youtube.com/watch?v=yC543BKjdyI> Anger Management (Movie)-Office Scene – YouTube

<https://www.youtube.com/watch?v=iM7nr6ytVK4> Anger Management - David Buznik confronts Arnie Shankman.mov – YouTube

<https://www.youtube.com/watch?v=xgmOUtZTg7c> Anger Management: Funny Scenes – YouTube

<https://www.youtube.com/watch?v=iuosfJ8Ki7Y> Anger Management (Breakfast Scene) – YouTube

<https://www.youtube.com/watch?v=ARhMNQ4I498> Anger Management - Office Scene – YouTube

Images for Anger Management film

https://www.youtube.com/watch?v=BsVq5R_F6RA Anger Management Techniques – YouTube

<https://www.youtube.com/watch?v=WiDXqp9zbYo> Anger Management Techniques - YouTube

Images for Anger Management Techniques

Anger | Psychology Today

Anger is one of the basic human emotions, as elemental as [happiness](#), sadness, [anxiety](#), or disgust. These emotions are tied to basic survival and were honed over the course of human history. Anger is related to the "fight, flight, or freeze" response of the sympathetic [nervous system](#); it prepares humans to fight. But fighting doesn't necessarily mean throwing punches; it might motivate communities to combat injustice by changing laws or enforcing new behavioral norms.

Of course, anger too easily or frequently mobilized can undermine relationships and it can be deleterious to bodies in the long term. Prolonged release of the [stress hormones](#) that accompany anger can destroy neurons in areas of the brain associated with judgment and [short-term memory](#), and weaken the immune system.

<https://www.psychologytoday.com/us/basics/anger>

Images for Anger | Psychology Today

<https://www.psychologytoday.com/us/blog/all-the-rage/201506/5-ways-deal-angry-people>

Images for Deal with Angry People | Psychology Today

Anger Quotes - BrainyQuote

<https://www.brainyquote.com/topics/anger>

https://www.brainyquote.com/lists/topics/top_10_anger_quotes

<https://www.brainyquote.com/topics/angry>

Images for anger quotes

<https://www.goodreads.com/quotes/tag/anger>

www.wiseoldsayings.com/anger-quotes/

www.quoteambition.com/anger-quotes-sayings/

<https://www.psychologytoday.com/us/blog/here-there-and-everywhere/201208/25-quotes-anger>

www.wow4u.com/anger/

www.notable-quotes.com/a/anger_quotes.html

Anger: The Misunderstood Emotion [Carol Tavris]

Drawing on important new research, Anger explodes virtually every one of our conventional assumptions about this crucial emotion and how it affects our lives.

"This landmark book" (*San Francisco Chronicle*) dispels the common myths about the causes and uses of anger - for example, that expressing anger is always good for you, that suppressing anger is always unhealthy, or that women have special "anger problems" that men do not. Dr. Carol Tavris expertly examines every facet of that fascinating emotion - from genetics to stress to the rage for justice.

Fully revised and updated, *Anger: The Misunderstood Emotion* now includes:

- * A new consideration of biological politics: Should testosterone or PMS excuse rotten tempers or aggressive actions?
- * The five conditions under which anger is likely to be effective - and when it's not.
- * Strategies for solving specific anger problems - chronic anger, dealing with difficult people, repeated family battles, anger after divorce or victimization, and aggressive children.



<http://www.amazon.com/Anger-Misunderstood-Emotion-Carol-Tavris/dp/0671675230>

<http://www.goodreads.com/book/show/536149.Anger>

[http://www.2shared.com/document/bhaTpaUd/Anger - The Misunderstood Emot.html](http://www.2shared.com/document/bhaTpaUd/Anger_-_The_Misunderstood_Emot.html)

http://kikudepiby.webs.com/apps/blog/show/prev?from_id=22545157

<http://www.apa.org/monitor/mar03/whenanger.aspx>

<https://www.wikihow.com/Have-Anger-and-Be-Christian>

https://en.wikipedia.org/wiki/Carol_Tavris
<https://www.amazon.com/Carol-Tavris/e/B001H6KOWU>
http://www.goodreads.com/author/show/58990.Carol_Tavris
[Images for Carol Tavris, author anger](#)
[Images for Anger: The Misunderstood Emotion \[Carol Tavris\]](#)

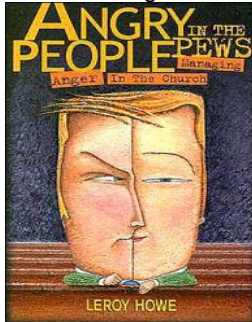
Anger - Wikipedia

Anger or wrath is an intense emotional response. It is an emotion that involves a strong uncomfortable and hostile response to a perceived provocation, hurt or threat. Anger can occur when a person feels their personal boundaries are being or are going to be violated.

<https://en.wikipedia.org/wiki/Anger>
<https://simple.wikipedia.org/wiki/Anger>
<https://en.wiktionary.org/wiki/anger>
[Images for anger](#)

Angry People in the Pews: Managing Anger in the Church [Leroy T. Howe]

Anger can destroy lives, families, and friendships - and a caregiver's misunderstanding of it can compound the problem. Integrating biblical theology, case studies, and tested counseling principles, Howe's insightful study explores the dynamics of anger, demonstrating how the church can be a source of hope and help.



<http://www.christianbook.com/angry-people-pews-managing-anger-church/leroy-howe/9780817014100/pd/14109>
<http://www.amazon.com/Angry-People-Pews-Managing-Church/dp/0817014101>
https://books.google.com/books/about/Angry_People_in_the_Pews.html?id=mRYDAAAACAAJ
<http://crg.alban.org/angry-people-pews-managing-anger-church>
<http://www.lifeandleadership.com/book-summaries/howe-angry-people-in-the-pews.html>
<http://weavings.upperroom.org/author/leroy-howe/>
<https://www.amazon.com/Leroy-T.-Howe/e/B001HCS1U6>
http://www.goodreads.com/author/show/468574.Leroy_T_Howe
[Images for Leroy T. Howe, author angry people](#)
[Images for Angry People in the Pews: Managing Anger in the Church \[Leroy T. Howe\]](#)

Best 25+ Anger management ideas on Pinterest

<https://www.pinterest.com/explore/anger-management/>
[Images for anger management pinterest](#)
<https://www.pinterest.com/jkl5502/anger-management/>
<https://www.pinterest.com/explore/anger-management-activities/>
<https://www.pinterest.com/bambiegushard/anger-management/>
<https://www.pinterest.com/franmeier/anger-management/>
<https://www.pinterest.com/lindarae99/counseling-anger-management/>
[Images for counseling-anger-management](#)

How to Handle Angry People – The Upside of Anger

When you're faced with an angry man or woman, the most important, and most challenging thing to remember is: Don't take it personally. Other people's anger is never about you.

http://www.nonviolentcommunication.com/freeresources/article_archive/angry_people_ngibson.htm
[Images for How to Handle Angry People – The Upside of Anger](#)
http://www.nonviolentcommunication.com/freeresources/article_archive/angry_people_ngibson.htm How to Handle Angry People – The Upside of Anger
https://www.huffingtonpost.com/judith-orloff-md/6-tips-to-handle-angry-people_b_7985482.html
[Images for tips-to-handle-angry-people](#)
<https://www.caring.com/articles/7-ways-to-handle-an-angry-person>
[Images for ways-to-handle-an-angry-person](#)

How to Switch Off an Angry Person - Psych Central

Here are some strategies for dealing with difficult people, organized around the main psychological premises driving their anger: fear and need for control.

<https://psychcentral.com/blog/how-to-switch-off-an-angry-person/>
Images for How to Switch Off an Angry Person - Psych Central

6 Ways to Communicate With an Angry Person - wikiHow

We encounter many angry people in our daily lives. These are people who may not be able to control their feelings and reactions. Unfortunately, they take out their anger on other people. When someone gets angry, it can be difficult to keep his emotions in check when he deals with a situation. Sometimes, anger can get out of control. Communicating with an angry person means remaining calm and patient. You also need to listen effectively and help him find a solution to the problem.

<https://www.wikihow.com/Communicate-With-an-Angry-Person>
Images for Angry Person - wikiHow
<https://www.wikihow.com/Calm-an-Angry-Person>
Images for calm an angry person
<https://www.wikihow.com/Handle-People-Who-Are-Angry-at-You>
Images for Handle-People-Who-Are-Angry-at-You
<https://www.wikihow.com/Deal-With-People-Who-Have-Anger-Problems>
Images for Deal-With-People-Who-Have-Anger-Problems
<https://www.wikihow.com/Get-Angry>
<https://www.wikihow.com/Let-Go-of-Anger>
Images for let go of anger
<https://www.wikihow.com/Manage-Anger-As-a-Kid>
<https://www.wikihow.com/Control-Anger-in-a-Relationship>
<https://www.wikihow.com/Control-Anger-and-Depression>
<https://www.wikihow.com/Control-Anger>
Images for control anger
<https://www.wikihow.com/Express-Anger-Without-Hurting-People>
Images for Express-Anger-Without-Hurting-People
<https://www.wikihow.com/Handle-Angry-Customers>
Images for handle angry customers
<https://www.wikihow.com/Release-Anger>
<https://www.wikihow.com/Be-Nice,-Even-When-You%27re-Angry>
<https://www.wikihow.com/Calm-Down-When-You-are-Angry>
Images for Calm-Down-When-You-are-Angry
<https://www.wikihow.com/Have-Anger-and-Be-Christian>
<https://www.wikihow.com/Calm-an-Upset-or-Angry-Child>
<https://www.wikihow.com/Help-an-Angry-Autistic-Person>

10 Ways to Deal with Angry People - dummies

Here are ten techniques for cooling down situations that threaten to ignite when you don't want them to. In all but the rarest of cases, you'll feel better and come up with more effective solutions when you *contain* conflict rather than give anger a free rein.

www.dummies.com/health/mental-health/10-ways-to-deal-with-angry-people/
Images for 10 Ways to Deal with Angry People
<http://angermentor.com/12-creative-ways-to-deal-with-angry-people-without-strangling-them-to-death>
<https://www.mindtools.com/pages/article/dealing-with-angry-people.htm>
<https://medium.com/the-mission/how-to-deal-with-angry-people-d7848dee5e5d>
<https://www.sowhatireallymeant.com/articles/conflict/dealing-with-angry-people/>
<https://www.quora.com/How-do-I-deal-with-angry-people-1>
<https://www.crosswalk.com/faith/spiritual-life/how-to-deal-with-angry-people-559872.html>
Images for how-to-deal-with-angry-people
<https://www.counselling-directory.org.uk/counsellor-articles/dealing-better-with-angry-people>
<https://www.amazon.com/How-Deal-Angry-People-Strategies-ebook/dp/B00A6EZXFH>
Images for How-Deal-Angry-People-Strategies-ebook
<https://www.sowhatireallymeant.com/articles/conflict/dealing-with-angry-people/>
<https://www.unstuck.com/advice/6-ways-to-deal-with-an-angry-person/>
<https://www.careeraddict.com/deal-with-angry-people-in-the-workplace>
Images for deal-with-angry-people-in-the-workplace
<http://www.selfgrowth.com/articles/How-To-Deal-With-Angry-People-A-Survival-Guide.html>
<https://www.themuse.com/advice/4-brilliant-tips-for-dealing-with-angry-customers>
<http://nma1.org/Communications/Manage/2001-09/dealingwithanger.htm>
<https://reneehoekstra.com/how-to-deal-with-angry-people/>
<http://www.womenworking.com/5-ways-deal-angry-people/>
<http://psychlens.com/dealing-with-angry-people/>
www.drlaura.com/b/Tips-for-Dealing-with-Angry-People/965180259347086531.html
Images for Tips-for-Dealing-with-Angry-People
<https://www.bloomberg.com/news/articles/2012-04-12/how-to-deal-with-angry-people-david-haynes>
<https://www.brazen.com/blog/archive/on-the-job/how-to-deal-with-angry-people-or-wisdom-from-the-customer-service-industry/>
<https://blog.fogcreek.com/dealing-with-angry-people-tech-talk/>

<https://www.onetonline.org/find/descriptor/result/4.C.1.d.2> Work Context: Deal With Unpleasant or Angry People - O*Net
<https://liveboldandbloom.com/04/relationships/angry-people> Angry People and How To Deal With Hotheads - Live Bold and Bloom
www.dot.state.mn.us/trafficeng/workzone/swzsc/tipsforfieldpersonnel.pdf [PDF] Strategies for Dealing with Angry Citizens - MnDOT
<https://www.youtube.com/watch?v=kR71AwTvXII> How to deal with angry people/customers - YouTube
<https://www.youtube.com/watch?v=-6S9UJwvyJ8> Dealing with difficult & angry people video - YouTube
https://www.youtube.com/watch?v=Kc_I4-D-Bs How to Deal with Angry People - YouTube
[Images for How to Deal with Angry People - YouTube](#)

The Angry Christian: A Theology for Care and Counseling [Andrew D. Lester]

In this work, respected scholar Andrew Lester discusses and incorporates the newest behavioral research models, contemporary biblical and theological scholarship, constructivist philosophy, and narrative theory into a comprehensive pastoral theology of anger. In revisiting through the lens of theological anthropology the very subject that brought him to the forefront of scholarship in pastoral care, Lester presents engaging new material and innovative new methods of interventions for dealing with this often-confusing human emotion.

<http://www.amazon.com/The-Angry-Christian-Theology-Counseling/dp/0664225195>
https://www.goodreads.com/book/show/2413356.The_Angry_Christian
<https://books.google.com/books?isbn=1611642175>
http://books.google.com/books/about/The_Angry_Christian.html?id=zhLty9sHEEC
<http://www.christianitytoday.com/ct/2004/january/28.71.html>
<http://www.christianitytoday.com/ct/2007/novemberweb-only/145-24.0.html>
<http://business.highbeam.com/2152/article-1G1-127938820/angry-christian-theology-care-and-counseling>
<https://www.gettyimages.com/photos/angry-christian>
<https://www.pinterest.com/andrewlatimer73/angry-christians/>
<http://www.wjkbooks.com/Products/0664224997/anger.aspx>
<https://baptistnews.com/article/popular-southern-seminary-pastoral-care-prof-andy-lester-dies/#.WEExQXeYrKUk>
<https://www.amazon.com/Andrew-D.-Lester/e/B001IU0SH6>
http://www.goodreads.com/author/show/133595.Andrew_D_Lester
[Images for Andrew D. Lester, author](#)
[Images for The Angry Christian: A Theology for Care and Counseling \[Andrew D. Lester\]](#)

The Roots of Reactivity

Numerous things can indicate the presence of reactivity. Perhaps some of the most frequent indicators of reactivity include: Explosive **anger**; Furious rage; Impulsive desire for vengeance and retaliation; Being out of control ("losing it"); Sudden silence; Shock; Intense Non-Verbals; Written "Position" statements (in letters, etc.).

The indicators of reactivity, however, vary by individual personalities. Extraverts and introverts may not react the same way. Sometimes their response is consistent with their predominant "normal" personality. Extraverts, for example, may demonstrate extraverted reactive responses while introverts may react in a more introverted manner.

But not always.

http://www.ministryhealth.net/mh_articles/277_roots_of_reactivity.html
[Images for explosive anger](#)
[Images for furious rage](#)
[Images for retaliation](#)

21 Ways to Defuse Anger and Calm People Down: Learn Peacekeeping Skills You'll Use to Prevent Blowups...Mediate Disputes...and Foster Teamwork by Michael Staver (Author)

Author Michael Staver explains to the listener how to keep himself/herself calm when provoked by an angry party and how to sidestep angry reactions, such as sarcasm and personal attacks, and focus on the issues at hand. Staver also discusses what to do immediately when hostility flares up.

You've had it happen to you: Someone erupts and you sit there speechless, your own emotions "flood" and you're left feeling frustrated and angry. You've seen it happen to others: Disputes bring your workplace to a halt -- and mishandled anger damages relationships and stifles teamwork. But the good news is: You can learn to manage other people's anger and turn it into a catalyst for positive change, with the help of this program! Program Highlights: * The first thing to do when confronted by an angry co-worker; * How to keep yourself calm when provoked by an angry person; * Ways to help co-workers sidestep emotions and concentrate on solutions; * One thing you should always do before jumping into the middle of a conflict; * Precise language to use in the heat of outbursts, hostility, and personal attacks.



<http://www.amazon.com/Ways-Defuse-Anger-Calm-People/dp/1559774266>
<https://www.goodreads.com/book/show/3124512-21-ways-to-defuse-anger-and-calm-people-down>
<http://www.barnesandnoble.com/w/twenty-one-ways-to-defuse-anger-and-calm-people-down-michael-staver/1002571243>
<https://www.pryor.com/training-products/21-ways-defuse-anger-calm-people-down>
<http://richardstep.com/self-help/book-review-21-ways-to-defuse-anger-calm-people-down-staver-45-stars/>
http://premierespeakers.com/michael_staver/bio

<http://mikestaver.com/>
http://premierespeakers.com/michael_staver/bio
<http://www.eaglestalent.com/Mike-Staver>
<https://www.amazon.com/Michael-Staver/e/B007RU9OZS>
http://www.goodreads.com/author/show/1247546.Michael_Staver
[Images for Michael Staver \(Author\) defuse anger](#)
[Images for 21 Ways to Defuse Anger and Calm People Down: Learn Peacekeeping Skills You'll Use to Prevent Blowups...Mediate Disputes...and Foster Teamwork by Michael Staver \(Author\)](#)

What Does the Bible Say About Anger? - OpenBible.info

<https://www.openbible.info/topics/anger>
https://www.openbible.info/topics/anger_management
[Images for Bible and Anger](#)
<http://www.biblestudytools.com/topical-verses/anger-bible-verses/>
[Images for Bible Verses about Anger](#)
<http://www.gotquestions.org/anger.html>
<https://bible.knowing-jesus.com/topics/Anger>
<https://www.unitedbiblesocieties.org/10-bible-verses-anger/>
<https://bible.knowing-jesus.com/topics/Anger-management>
<http://www.patheos.com/blogs/christiancrier/2014/08/22/top-7-bible-verses-related-to-anger/>
<https://www.desiringgod.org/articles/how-can-we-be-angry-and-not-sin>
<https://www.whatchristianswanttoknow.com/bible-verses-about-anger-20-scripture-quotes/>
<https://faith-center.org/project/mood-part-1-anger/>

4) Antagonism

a_recipe_for_antagonism

How does antagonism start in a congregation?

Perhaps there are many explanations. Here one possible recipe. Once pastors know the recipe for creating and enabling an antagonistic environment, perhaps pastors may gain insight on how it started, what perpetuates it, and how to curb its effect in a congregation.

http://www.ministryhealth.net/mh_articles/060_recipe_for_antagonism.html
[Images for How does antagonism start in a congregation?](#)

Antagonist Quotes - BrainyQuote

<https://www.brainyquote.com/topics/antagonist>
[Images for antagonist quotes](#)
<https://www.goodreads.com/quotes/tag/antagonist>
www.azquotes.com/quotes/topics/antagonist.html
<http://quotes.yourdictionary.com/antagonist>

Antagonist - Wikipedia

An antagonist is a character, group of characters, institution or concept that stands in or represents opposition against which the protagonist(s) must contend. In other words, an antagonist is a **person or a group of people who opposes a protagonist.**

<https://en.wikipedia.org/wiki/Antagonist>
[Images for Antagonist](#)

Antagonists in the Church: How to Identify and Deal with Destructive Conflict [Kenneth C. Haugk]

Kenneth Haugk shows how congregational leaders can prevent or reduce much of the pain and suffering caused by antagonism in the church. He distinguishes between healthy conflict and destructive antagonism and shows how to cope productively with disruption. Antagonism exists in the church. It leaves in its wake broken lives: people who are hurt, discouraged, and apathetic. Although only a very few persons are antagonists, these individuals have the potential to disrupt and even destroy a congregation's mission and ministry. In this balanced and practical book, Kenneth Haugk shows how congregational leaders can learn to prevent or reduce much of the pain and suffering caused by antagonism; tell the difference between constructive, healthy conflict and destructive antagonism; and cope with antagonism when it arises.



<http://www.amazon.com/Antagonists-Church-Kenneth-Haugk/dp/0806623101>
https://www.goodreads.com/book/show/611253.Antagonists_in_the_Church
https://books.google.com/books/about/Antagonists_in_the_Church.html?id=iJvnb6SdNMoc
http://enrichmentjournal.ag.org/200503/200503_038_antagonists.cfm
<http://nobabookreviews.blogspot.com/2007/08/antagonists-in-church.html>
<https://www.ministrymagazine.org/archive/2012/06/coping-with-antagonists-in-the-church>

<http://www.pbs.org/wnet/religionandethics/2011/06/10/april-9-2010-rev-kenneth-haugk-extended-interview/6055/>
<https://www.stephenministries.org/aboutus/default.cfm/779>
<https://www.stephenministries.org/courses/default.cfm/741?mnbcc=1>
<https://www.stephenministries.org/aboutus/default.cfm/779?mnblau=1>
<https://www.uua.org/careers/administrators/reading> Conflict Management
<https://www.youtube.com/watch?v=kZHf4RmJ1Sq> Antagonists in the Church – YouTube
[Images for Antagonists in the Church – YouTube](#)
https://en.wikipedia.org/wiki/Stephen_Ministries
<https://www.amazon.com/Kenneth-C.-Haugk/e/B000APL59U>
https://www.goodreads.com/author/list/298574.Kenneth_C_Haugk
[Images for Kenneth C. Haugk, author](#)
[Images for Antagonists in the Church: How to Identify and Deal with Destructive Conflict \[Kenneth C. Haugk\]](#)

How to disarm church antagonists: don't take them so seriously – Margaret Marcuson

Are you struggling with an antagonist in your church? How we respond to those who seem to be threatening us can be as critical as any inherent threat in them.

http://margaretmarcuson.com/disarm-church-antagonists-dont-take-seriously/#.VYS-B_IVhBc

[Images for How to disarm church antagonists: don't take them so seriously – Margaret Marcuson](#)

The Five People You Need as a Leader - Perspectives on Congregational Leadership

2. The **Antagonist**. While irksome, every leader needs an antagonist. Iron sharpens iron, and leaders may grow dull without the challenge antagonists provide.

<http://perspectivesig.blogspot.com/2014/07/the-five-people-you-need-as-leader.html>

[Images for The Five People You Need as a Leader - Perspectives on Congregational Leadership 2. The Antagonist. iron sharpens iron](#)

<https://www.wnccmc.org/resourcedetail/9296203> The Five People You Need as a Leader April 06, 2016 by Israel Galindo

The Wounded Minister: Healing from and Preventing Personal Attacks by Guy Greenfield (Author), Brooks Faulkner (Foreword)

Every church deals with personality conflicts and intermittent discord. But in some churches, what should be normal clashes has become a devastating form of abuse-pastoral abuse. A growing phenomenon that cuts across denominational lines and impacts every level of ministry, pastoral abuse leaves in its wake thousands of wounded clergymen with ruined ministries, broken relationships, damaged health, even shattered faith.

The Wounded Minister: Healing for Abused Clergy, written by a clinically trained pastoral counselor, examines the reality of evil in churches and the ways in which "pathological antagonists" emotionally and spiritually batter pastors. A deft mix of personal experience and in-depth research, this resource will help wounded men and women of all ministerial positions learn how to recover their broken hearts while rebuilding their lives. And as preventative medicine, it also provides guidelines on how spiritually sensitive Christians can develop a church structure that protects their pastors from this tragedy.

Both compassionate and proactive, this book is an excellent resource for hurting pastors as well as lay leadership pursuing healthy church life. A deft mix of personal experience and in-depth research, this resource will help wounded men and women of all ministerial positions learn how to recover from **antagonism** from church members.

<https://www.amazon.com/Wounded-Minister-Healing-Preventing-Personal/dp/0801063698>

http://www.goodreads.com/book/show/1236386.The_Wounded_Minister

<http://www.alibris.com/search/books/isbn/9780801063695>

<http://www.barnesandnoble.com/w/wounded-minister-guy-greenfield/1111010507>

<https://www.christianbook.com/wounded-minister-healing-preventing-personal-attacks/guy-greenfield/9780801063695/pd/63695>

<http://bakerpublishinggroup.com/books/the-wounded-minister/224130>

<https://books.google.com/books?isbn=0801063698>

<https://books.google.com/books?isbn=1585584509>

https://books.google.com/books/about/The_Wounded_Minister.html?id=U3nA5H2vHs8C

<http://www.lifeandleadership.com/book-summaries/greenfield-the-wounded-minister.html>

<https://www.pinterest.com/sharoneff/books-worth-reading/>

<https://www.amazon.com/Guy-Greenfield/e/B001K8K24K>

http://www.goodreads.com/author/show/597951.Guy_Greenfield

[Images for Guy Greenfield \(Author\) wounded minister](#)

http://www.goodreads.com/author/show/5674466.Brooks_Faulkner

[Images for Brooks Faulkner, author the wounded minister](#)

[Images for The Wounded Minister: Healing from and Preventing Personal Attacks by Guy Greenfield \(Author\)](#)

24 best Dealing with the antagonist images on Pinterest

<https://www.pinterest.com/stacerichardson/dealing-with-the-antagonist/>

[Images for antagonist on Pinterest](#)

What Does the Bible Say About Antagonize? - OpenBible.info

<https://www.openbible.info/topics/antagonize>

[Images for Bible and Antagonize](#)

<https://bible.org/illustration/antagonists-church>

<https://bible.knowing-jesus.com/topics/Antagonism-From-Jew-And-Gentile>

When Sheep Attack [Dennis R. Maynard]

Do you love your parish? Are you fond of your pastor? Would you believe that in just a matter of a few weeks your pastor and his family could be abused, humiliated, and unemployed? In just a matter of days your parish could be split down the middle. A couple of months from now close to forty percent of the people you currently see at worship could no longer be there. Close to half of those will never again attend worship or participate in any church. Friends that you see talking and laughing this Sunday may never speak again. If you want to do whatever you can to keep that scenario from happening to your pastor and your parish, then this book is for you. It is the product of nearly a decade of work with parishes that are undergoing or have recently undergone the very scenario described above. The substance of this book is based on twenty-five case studies of clergy exercising faithful ministries with positive results that were attacked by a small group of **antagonists** in their congregations. The antagonists successfully "removed their senior pastor." This book describes how it happened, what could have been to stop it, and what can be done to prevent it from happening to your pastor and parish.



<http://www.amazon.com/When-Sheep-Attack-Dennis-Maynard/dp/1451513917>
<http://www.amazon.com/Preventing-Sheep-Attack-Dennis-Maynard/dp/1484017781>
<http://telling-secrets.blogspot.com/2010/11/when-sheep-attack.html>
<https://www.episcopalbookstore.com/product.aspx?productid=5426>
<https://www.facebook.com/dennis.r.maynard>
<https://www.amazon.com/Dennis-R.-Maynard/e/B001JOYTV2>
http://www.goodreads.com/author/show/760213.Dennis_R_Maynard
[Images for Dennis R. Maynard, author](#)
[Images for When Sheep Attack \[Dennis R. Maynard\]](#)

Preventing a Sheep Attack by Dennis R. Maynard (Author), Chris Koonce (Illustrator)

This is the second book in the "sheep attack series". After publishing the bestselling *When Sheep Attack* the conversation around a handful of **antagonists** attacking pastors and dividing congregations has increased. This follow up book expands the original 25 case studies to over 200 including clergy of virtually every denomination, music ministers, other lay professionals and lay leaders. This book is needed because educating denominational lay leaders and healthy parish leaders on this behavior is the first line of defense. In this book, Doctor Maynard exposes the essential staff catalyst that fuels an attack on pastors. He also lists a six-point plan that has proven successful in stopping sheep attacks. The book is written in a format that can be easily adapted to vestry and board study. Examples of steps parish boards need to take to assist with clergy health and wellness are included. There are also examples of non-triangulation covenants every vestry and board should adopt. Other topics included: Defining leadership styles, Sabbaticals a two-edged sword, the quicksand around parish day schools, Why it is inevitable someone will be ejected from the congregational system after a sheep attack and others.

<http://www.amazon.com/Preventing-Sheep-Attack-Dennis-Maynard/dp/1484017781>
<http://www.amazon.com/When-Sheep-Attack-Dennis-Maynard/dp/1451513917>
<https://www.goodreads.com/book/show/18127757-preventing-a-sheep-attack>
<https://www.episcopalbookstore.com/product.aspx?productid=7723>
[Images for Preventing a Sheep Attack by Dennis R. Maynard \(Author\)](#)

5) Anxiety

An Intentional Interim Concept: Interim Ministry Association

1. Reduce the Level of **Anxiety** – Fear of the Unknown

It has been my experience that there is a great mixture of grief, loss, and despair early in a transition period. The task is to rebuild trust and reaffirm that there is life after "whoever went before" or "whatever happened before." I call this the task of "this too will pass." There will be a new day ahead.

<http://www.interiministry.org/resources/an-intentional-interim-concept/>
[Images for An Intentional Interim Concept: Interim Ministry Association 1. Reduce the Level of Anxiety – Fear of the Unknown](#)

Anxiety Quotes - BrainyQuote

<https://www.brainyquote.com/topics/anxiety>
[Images for anxiety quotes](#)
<https://www.healthyplace.com/insight/quotes/quotes-on-anxiety/>
<https://www.goodreads.com/quotes/tag/anxiety>
www.paintedteacup.com/quotes-people-with-anxiety-will-understand/
<https://themighty.com/2016/04/anxiety-quotes/>

<https://themighty.com/2016/09/anxiety-depression-quotes/>
<https://www.facebook.com/Anxiety-quotes-1688556894706829/>
<https://notsalmon.com/2015/06/28/quotes-for-anxiety/>
<https://thoughtcatalog.com/christine-stockton/2013/10/37-freeing-quotes-for-people-with-anxiety/>
Images for freeing-quotes-for-people-with-anxiety
www.wiseoldsayings.com/anxiety-quotes/
<https://www.powerofpositivity.com/11-quotes-to-remember-when-you-feel-anxious/>
<https://mindcology.com/quotes/20-personal-quotes-anxiety-depression/>
<http://thefunnybeaver.com/22-quotes-anyone-battling-anxiety-depression/>
Images for battling anxiety
<https://www.ranker.com/list/notable-and-famous-anxiety-quotes/reference>
<https://www.everydayhealth.com/anxiety-disorders/living-with/best-stress-anxiety-quotes/>
Images for anxiety disorders

Anxiety - Wikipedia

Anxiety is an emotion characterized by an unpleasant state of inner turmoil, often accompanied by nervous behavior, such as pacing back and forth, somatic complaints, and rumination. It is the subjectively unpleasant feelings of dread over anticipated events, such as the feeling of imminent death.

<https://en.wikipedia.org/wiki/Anxiety>
<https://en.wiktionary.org/wiki/anxiety>
Images for anxiety

Overcoming Anxiety - Christian Counselor in Phoenix - YouTube

<https://www.youtube.com/watch?v=E86qUN17E6g>
Images for Overcoming Anxiety - YouTube

643 best Coping with Anxiety images on Pinterest

<https://www.pinterest.com/liberomagazine/coping-with-anxiety/>
Images for anxiety pinterest
<https://www.pinterest.com/carolkivler/coping-with-anxiety/>
Images for coping-with-anxiety
<https://www.pinterest.com/explore/quotes-about-anxiety/>
<https://www.pinterest.com/pamdyson/anxiety/>
<https://www.pinterest.com/anxiety/anxiety-quotes/>
<https://www.pinterest.com/explore/overcoming-anxiety-quotes/>
Images for overcoming-anxiety

The Anxious Organization: Why Smart Companies Do Dumb Things: Jeffrey Miller

If you work in any organization, you work in an anxious organization. There is no other kind. In fact, if you ever find an anxiety-free workplace the author's recommendation would be to start sending out resumes. But, there is good news. It takes only one person to break the cycle of excessive anxiety and turn a troubled organization completely around. *The Anxious Organization* empowers you to break the anxiety cycle in your workplace.

This fascinating book sheds new light on all workplace interactions, from the dance of office politics to client relationships.

<http://www.amazon.com/The-Anxious-Organization-Companies-Things/dp/1889150525>
https://www.goodreads.com/book/show/376563.The_Anxious_Organization
<https://www.barnesandnoble.com/w/anxious-organization-jeffery-miller/1115110788>
<http://www.anxiousorg.com/book.html>
<https://www.itworld.com/article/2814301/careers/10-ways-to-tell-if-you-work-for-an-anxious-organization.html>
<http://perspectivesig.blogspot.com/2010/01/truism-worth-remembering-during-times.html>
<http://onlinelibrary.wiley.com/doi/10.1002/ert.10059/abstract>
<http://execleadercoach.com/2005/12/29/book-review-anxious-organization-jeffrey-miller/>
http://www.goodreads.com/author/show/5820169.Jeffrey_Miller
Images for Jeffrey Miller, author anxious organization
Images for The Anxious Organization: Why Smart Companies Do Dumb Things: Jeffrey Miller

Truism worth remembering during times of acute anxiety – Perspectives on Congregational Leadership

Here are some truisms worth remembering when dealing with reactive individuals in a system going through acute anxiety:

<http://perspectivesig.blogspot.com/2010/01/truism-worth-remembering-during-times.html>
Images for Truism worth remembering during times of acute anxiety – Perspectives on Congregational Leadership

What Does the Bible Say About Anxiety? - OpenBible.info

<https://www.openbible.info/topics/anxiety>
Images for Bible and Anxiety
<http://www.gotquestions.org/Bible-anxiety.html>
<https://www.biblestudytools.com/topical-verses/worry-and-anxiety-bible-verses/>
<https://www.theodysseyonline.com/15-bible-verses-calm-anxious-mind>

<https://www.desiringgod.org/articles/read-the-bible-to-your-anxiety>
<https://www.ibelieve.com/slideshows/10-verses-to-read-when-anxiety-strikes.html>
<https://drricz.com/bible-verses-about-stress-worry-anxiety/>
[Images for stress worry anxiety](#)
<https://billygraham.org/story/bible-verses-on-anxiety-fear/>
[Images for anxiety fear](#)
<https://billygraham.org/story/how-to-overcome-fear-anxiety-and-worry/>
[Images for anxiety and worry](#)
<https://bible.knowing-jesus.com/topics/anxiety>
<https://christiananswers.net/q-eden/anxiety.html>
<https://www.amazingfacts.org/news-and-features/news/item/id/13093/t/8-bible-verses-to-ease-your-anxiety>
[Images for bible-verses-to-ease-your-anxiety](#)

When Congregational Anxiety Makes Leaders Anxious

Your Best Defense

Perhaps the best defense is to begin re-thinking the church as a “Ministry of Recovery” instead of an “ecclesiastical country club.” It’s a major shift...but one that is certainly and undeniably Scriptural! Perhaps a ministry based on the “Twelve Steps” of recovery might be helpful. Think of it...twelve steps and twelve months in a year. Can it be a coincidence?

Whatever one’s experience in the anxious church, the most important thing to consider is one’s response to the anxiety. A non-anxious, well-differentiated response, from the very start, requires a trust in the “fear not” Gospel of Jesus Christ which enables one to overcome all anxiety. It is this unconditional promise of non-abandonment which gives individuals the motivation and power to conquer their fears and develop a healthy, realization of a non-anxious, well-differentiated sense of self.

Whom do you fear? The anxiety? Those who promote it and use it against the church of Jesus Christ? Or do you fear God? As you allow God to develop your resistance against fear may He give you the courage to ministry to the Body of Christ, regardless of how anxious it may be, with a “No Fear” ministry!

http://www.ministryhealth.net/mh_articles/340_cong_anxiety_leaders_anxious.html

[Images for When Congregational Anxiety Makes Leaders Anxious](#)

6) Argue

Shine as Lights in the World

¹⁴Do all things without murmuring and **arguing**, ¹⁵so that you may be blameless and innocent, children of God without blemish in the midst of a crooked and perverse generation, in which you shine like stars in the world.

Philippians 2:14,15 - oremus Bible Browser

<http://bible.oremus.org/?ql=28201736>

[Images for crooked and perverse generation](#)

Commentary

Philippians 2:14-15 Commentary

http://www.preceptaustin.org/philippians_214-16.htm

[Images for do all things without murmuring and arguing](#)

<https://bible.org/seriespage/9-beware-complaining-and-arguing>

<https://books.google.com/books?isbn=0567027708> In Search of the Common Good - Page 69 - Google Books Result

<https://www.youtube.com/watch?v=intkKVHWUKs> attitude do everything without complaining and arguing Philippians 212 15 Bible verse devotions for – YouTube

<https://thankfulhomemaker.com/do-all-things-without-grumbling/>

[https://www.wikihow.com/Stop-Complaining-\(Christianity\)](https://www.wikihow.com/Stop-Complaining-(Christianity))

<https://www.fbcmj.org/sermon/do-everything-without-complaining-and-arguing-philippians-214-16/>

http://gracebibleny.org/without_grumbling_or_disputing_philippians_2_14

7) Blame

Blaming others only intensifies problems - Church News

Expecting others to shoulder our responsibilities called ‘wrong’

<https://www.thechurchnews.com/archives/1989-04-08/blaming-others-only-intensifies-problems-151606>

[Images for Blaming others only intensifies problems - Church News](#)

Coping with Blame - Psych Central Professional

How to deal with blame?

Stop taking on the responsibility of someone else’s choices. Remind yourself that you only have dominion over your behavior and your half of the relationship. Remind yourself that a relationship comprises two people and when there are problems, it is up to both parties to come to the table and resolve them.

<https://pro.psychcentral.com/recovery-expert/2018/05/coping-with-blame/>

[Images for Coping with Blame - Psych Central Professional](#)

How to Respond to Blame – The Northwest Catholic Counseling Center

These are some ingredients of an effective response to blame. Maybe you can think of others. Remember that even the 'perfect' response won't necessarily satisfy someone who's angry. All you can do is try your best to take care of your side of the street. By resisting the initial impulse to withdraw, give in, or defend, you can offer a response that takes care of yourself, shows consideration to your accuser, and gets to the bottom of what is going on.

<https://www.nwcounseling.org/how-to-respond-to-blame/>

[Images for How to Respond to Blame – The Northwest Catholic Counseling Center](#)

It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything by Bill Eddy LCSW Esq. (Author)

This is Bill Eddy's book filled with lots of practical methods for handling High Conflict People (HCPs) in any setting, including neighbor disputes, workplace conflicts, family battles, with strangers, etc. HCPs target those close to them and people in positions of authority, so in this book Bill focuses on what to do when YOU are the Target of Blame—and how to avoid (or prevent) being one for long.

It is organized around 12 key Tips (5 Do's and 7 Don'ts), that simplify large concepts into small, easy-to-remember phrases when you're under the stress of a high conflict dispute. This book is for the general public, so you can give it to anyone.

The book includes a lot of his latest thinking and reading about the brain, personality development, interesting cases, and the importance of Negative Advocates on a community's culture of conflict. It also has (of course) a cartoon for each chapter, from Peanuts, Dilbert, and The New Yorker.

<http://www.amazon.com/Managing-People-Others-Everything-ebook/dp/B007PG2B5O>

<http://www.startribune.com/lifestyle/relationship/221866101.html>

<http://www.highconflictinstitute.com/blog/book-excerpt-its-all-your-fault-12-tips-for-managing-people-who-blame-others-for-everything/>

<https://www.unhookedmedia.com/stock/high-conflict-people-in-legal-disputes>

<http://www.goodreads.com/book/show/8578185-it-s-all-your-fault>

[Images for Bill Eddy LCSW Esq. \(Author\)](#)

[Images for It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything by Bill Eddy LCSW Esq. \(Author\)](#)

The circle of blame - Ministry Magazine

Instead of playing the blame game, try solving the problem.

<https://www.ministrymagazine.org/archive/1995/06/the-circle-of-blame>

[Images for The circle of blame - Ministry Magazine Instead of playing the blame game, try solving the problem.](#)

What Does the Bible Say About Blame? - OpenBible.info

<https://www.openbible.info/topics/blame>

[Images for bible and blame](#)

https://www.openbible.info/topics/blaming_others

<https://biblereasons.com/blaming-others/>

<http://www.bibleanswers.ie/short-bible-studies/76-living-the-christian-life/203-as-a-christian-i-should-not-blame-others>

<https://www.bibletools.org/index.cfm/fuseaction/Topical.show/RTD/cgg/ID/7840Blaming-Others.htm>

<https://bible.knowing-jesus.com/topics/Blame>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Blaming-Others/>

What to Do About the People Who Blame You for Everything | Psychology Today

How to live your own truth, not someone else's version of it.

<https://www.psychologytoday.com/us/blog/inviting-monkey-tea/201512/what-do-about-the-people-who-blame-you-everything>

[Images for What to Do About the People Who Blame You for Everything | Psychology Today](#)

<https://www.psychologytoday.com/us/blog/fulfillment-any-age/201509/5-reasons-we-play-the-blame-game>

<https://www.psychologytoday.com/us/blog/what-would-aristotle-do/201207/stop-playing-the-blame-game>

8) Breakdowns

Communication in the Church: A Handbook for Healthier Relationships by Thomas G. Kirkpatrick (Author)

Communication is integral to the mission of the church, but it can go awry in myriad ways, both obvious and subtle. *Communication in the Church* helps congregations create healthier ways for their members to relate to one another for greater personal and congregational success. The book offers practical guidelines to help readers become more effective in how they build relationships, lead meetings, experience trust, practice forgiveness, use power, and bridge cultures.

Communication in the Church distills the latest social science research for readers including clergy, lay leaders, continuing education planners, students, scholars, and others. Each chapter includes real-life scenarios, sensible guidelines, practical applications, and suggestions for further learning. This book aims to help readers communicate more effectively—from leading more engaging and productive meetings to preventing or addressing communication breakdowns.

<https://www.amazon.com/Communication-Church-Handbook-Healthier-Relationships/dp/1566997895>

<https://www.goodreads.com/book/show/30457483-communication-in-the-church>

<https://rowman.com/ISBN/9781566997898/Communication-in-the-Church-A-Handbook-for-Healthier-Relationships#>

<https://www.barnesandnoble.com/w/communication-in-the-church-thomas-g-kirkpatrick/1123957193>

<https://books.google.com/books?isbn=1566997909>

<https://tomkirkpatrick.org/>

<https://www.amazon.com/Thomas-G.-Kirkpatrick/e/B001K8L6KY>

https://www.goodreads.com/author/show/8270759.Thomas_G_Kirkpatrick

[Images for Thomas G. Kirkpatrick \(Author\)](#)

[Images for Communication in the Church: A Handbook for Healthier Relationships by Thomas G. Kirkpatrick \(Author\)](#)

Communication in the Church: A Handbook for Healthier Relationships, a recently released Rowman & Littlefield and Alban publication by Thomas G. Kirkpatrick, targets six topics that account for the vast majority of communication **breakdowns** in our congregations: Building relationships, Leading meetings, Experiencing trust, Practicing forgiveness, Using power, Bridging cultures.

<https://alban.org/2016/11/10/communication-in-the-church-creating-healthier-relationships/>

[Images for communication-in-the-church-creating-healthy-relationships](#)

[Images for communication breakdowns in our congregations](#)

Fourteen Key Reasons for the Breakdown of Church Unity - Thom Rainer

One of the greatest sicknesses in our churches in America is disunity. Indeed, many of the problems we think we have are really just symptoms of the breakdown of unity in the church.

<http://thomrainer.com/2015/05/fourteen-key-reasons-for-the-breakdown-of-church-unity/>

[Images for Fourteen Key Reasons for the Breakdown of Church Unity - Thom Rainer](#)

<https://www.pinterest.com/pin/455356212309875050/>

http://www.bhpublishinggroup.com/PDF/9781433679735_IAACM_sampCh.pdf

[Images for thom rainer \(author\)](#)

The Leading Edge: Life-Giving Narrative: A Journey from Breakdown to Breakthrough

When our congregations go silent or dance around serious issues, people get hurt. When no one confronts the addict, that person continues to hurt him- or herself and others. When no one talks about racism or sexism or the environmental crisis or the costs of American materialism, individuals, societies, nations, and even the earth itself are wounded, and sometimes destroyed. When people are stuck in destructive narratives that allow them to deceive themselves, that deny reality, and that hurt others, the choice they, and we, make between changing the subject or entering the encounter with breakdown can be a life-and-death one.

<https://alban.org/archive/the-leading-edge-life-giving-narrative-a-journey-from-breakdown-to-breakthrough/>

[Images for The Leading Edge: Life-Giving Narrative: A Journey from Breakdown to Breakthrough](#)

<https://www.wesleyseminary.edu/employees/james-p-wind/>

<https://www.amazon.com/Language-God-Scientist-Presents-Evidence/dp/1416542744>

9) Chaos

Best 25+ Chaos quotes ideas on Pinterest

<https://www.pinterest.com/explore/chaos-quotes/>

[Images for Chaos on Pinterest](#)

<https://www.pinterest.com/explore/meaning-of-chaos/>

<https://www.pinterest.com/lianyc/chaos-soothes-my-soul/>

Building leaders who thrive in chaos – YouTube

Lt. Gen. Robert Brown, commanding general of the Combined Arms Center, leads a discussion on the human dimension concept and the importance of leader development for future operational environments. This discussion happened during day two of the 2015 Global Force Symposium at Huntsville, Ala. April 1.

<https://www.youtube.com/watch?v=oZ-XPUeWhyY>

[Images for Building leaders who thrive in chaos – YouTube](#)

<http://usacac.army.mil/sites/default/files/documents/bios/cac-commanding-general.pdf>

Chaos Quotes - BrainyQuote

<https://www.brainyquote.com/topics/chaos>

[Images for chaos quotes](#)

<https://www.goodreads.com/quotes/tag/chaos>

www.wiseoldsayings.com/chaos-quotes/

www.notable-quotes.com/c/chaos_quotes.html

<https://www.successories.com/iquote/category/543/chaos-quotes/1>

<https://www.pinterest.com/MOMchaos/beautiful-chaos-quotes/>

www.azquotes.com/quotes/topics/chaos.html

<https://www.ranker.com/list/notable-and-famous-chaos-quotes/reference>

https://twitter.com/chaos_quotes?lang=en

https://www.eetimes.com/author.asp?section_id=39&doc_id=1284794 10 quotes to help you bring order out of chaos at your company

[Images for 10 quotes to help you bring order out of chaos at your company](#)

Chaos - Simple English Wikipedia

Chaos is when something unpredictable or random happens.

<https://simple.wikipedia.org/wiki/Chaos>

Images for chaos

Leading in the Midst of Chaos: What Muscles Do We Need to Build?

In a world where challenges are unpredictable and knowledge is less reliable, what do people do to prepare themselves and others as leaders? How can congregations develop their capacities to perceive, make sense, and choreograph? How can the faith convictions of our congregations be a resource in developing ourselves for leadership? These are the questions among others that David Odom will explore with us in Las Vegas. He will help us identify the muscles we need to build to be effective leaders in these times of change.

Interim Ministry Network Issue no. 3 February 19, 2016

<http://imnedu.org/> crystal@imnedu.org

Images for Leading in the Midst of Chaos: What Muscles Do We Need to Build?

6 Ways to Thrive in Chaos - Forbes

Change, in business and life, can be chaotic. While change may be a natural occurrence, accepting it is not, which is why we (humans) are creatures of habit and enjoy personal security. Going through Basic Underwater Demolition/SEAL training (BUD/S), there were many things I learned about myself and others that I never fully grasped or even knew existed, such as the body's threshold for pain, emotional tolerance, new levels of teamwork and camaraderie, mental toughness and the willingness to adapt to change. To thrive in chaos and adapt to change requires the mental preparedness to modify one's thoughts at a moment's notice.

<http://www.forbes.com/sites/jeffboss/2014/07/09/6-ways-to-thrive-in-chaos/#492d195156c0>

Images for 6 Ways to Thrive in Chaos - Forbes

<https://www.forbes.com/sites/quora/2018/01/16/what-is-chaos-engineering/>

Images for chaos engineering

<https://www.forbes.com/sites/peterhinssen/2017/03/02/innovating-on-the-edge-of-chaos-getting-to-haier-ground/#57a46f2b25fb>

Images for edge of chaos

<https://www.forbes.com/sites/startswithabang/2018/02/13/chaos-theory-the-butterfly-effect-and-the-computer-glitch-that-started-it-all/#e44cfa569f6c>

<https://www.forbes.com/sites/kenrapoza/2018/03/14/political-chaos-no-match-for-pro-growth-economy/#138531aa56a8>

Images for political chaos

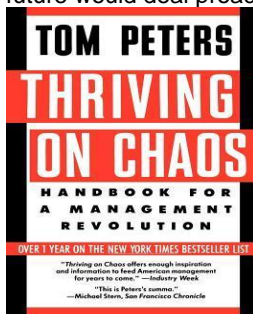
<https://www.forbes.com/sites/work-in-progress/2017/07/28/this-will-keep-you-calm-in-chaos/#3ca592626cea>

Images for keep calm in chaos

Thriving on Chaos: Handbook for a Management Revolution by Tom Peters (Author)

The national bestseller that offers prescriptions for an economic world turned upside down. A *New York Times* bestseller for eleven months.

1987 | Published the same day as the October 19, 1987, stock market crash, *Thriving on Chaos* is focused on the turmoil requiring nothing short of a management revolution. In *Thriving on Chaos*, Tom declares that everything known "for sure" about management 15 years earlier is being challenged, and he forecasts (correctly) that the next 15 years would show even more change. The relatively predictable environment of the past was vanishing, requiring organizations and managers to embrace flexibility and a total love of change. Chaos and rapid change were becoming inevitable, and Tom claims that the winners of the future would deal proactively with chaos, seeing it as a source of market advantage, not a problem to be ignored.



<http://www.amazon.com/Thriving-Chaos-Handbook-Management-Revolution/dp/0060971843>

http://www.goodreads.com/book/show/318806.Thriving_on_Chaos

<https://www.harpercollins.com/web-sampler/9780060971847>

<http://tompeters.com/writing/books/>

<http://www.leadershipnow.com/leadershop/9780060971847.html>

<https://www.getabstract.com/en/summary/leadership-and-management/thriving-on-chaos/4928>

<https://www.thekua.com/atwork/2013/06/book-review-thriving-on-chaos/>

<https://www.youtube.com/watch?v=l0fdT45TY70> tom peters on leadership – YouTube

<http://tompeters.com/>

https://en.wikipedia.org/wiki/Tom_Peters

<https://www.amazon.com/Tom-Peters/e/B000AQ8PUG>

http://www.goodreads.com/author/show/3119590.Tom_Peters

Images for Tom Peters (Author)

Images for Thriving on Chaos: Handbook for a Management Revolution by Tom Peters (Author)

What Does the Bible Say About Chaos? - OpenBible.info

<https://www.openbible.info/topics/chaos>

Images for Bible and Chaos

<https://bible.knowing-jesus.com/topics/Chaos>

<https://www.biblegateway.com/resources/dictionary-of-bible-themes/4045-chaos>

<https://www.crosswalk.com/blogs/debbie-mcdaniel/finding-god-in-the-chaos-13-verses-of-peace-to-guard-our-hearts-and-minds-in-him.html>

Images for finding-god-in-the-chaos

<https://www.biblegateway.com/resources/dictionary-of-bible-themes/4045-chaos>

<https://odb.org/2014/03/26/out-of-chaos/>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Chaos/>

<http://www.biblewaymag.com/finding-strength-in-the-midst-of-chaos-13-verses-of-peace-to-guard-our-hearts-and-minds-in-god/>

Images for finding-strength-in-the-midst-of-chaos

10) Clergy Killers

Betrayed: The Clergy Killer's DNA

The Church, regarded as a bastion against evil, is afflicted by people perpetrating, aiding and abetting evil within its sanctuaries, parking lots and administrative offices. Individuals carrying out evil agendas are called Clergy Killers.

<http://www.betrayedthemovie.com/>

Images for Betrayed: The Clergy Killer's DNA

http://store.betrayedthemovie.com/Betrayed--The-Clergy-Killers-DNA-DVD_p_10.html

<http://www.layman.org/documentary-review-of-betrayed-the-clergy-killers-dna/>

<https://www.youtube.com/watch?v=a4z96fSgt4A> Betrayed The Movie Teaser Trailer - YouTube

<https://blog.restoringkingdombuilders.org/2012/10/10/betrayed-a-film-exposing-clergy-killers/>

<https://www.baptiststandard.com/opinion/reviews/35-movies/15053-review-betrayed-the-clergy-killer-s-dna>

<https://www.modernghana.com/music/23731/movie-review-betrayed.html>

<https://www.youtube.com/watch?v=6M5mWed56vs> Clergy Killers: 'Toxic' Congregations Lead to Widespread Job Loss – YouTube

Images for Clergy Killers: 'Toxic' Congregations Lead to Widespread Job Loss – YouTube

"Clergy Killers"—and the Church | Managing Your Church

Research conducted in recent years by two different organizations paints a disturbing picture about certain conflicts between pastors and small factions within their churches. The in-fighting often festers long enough that many pastors wind up pushed out.

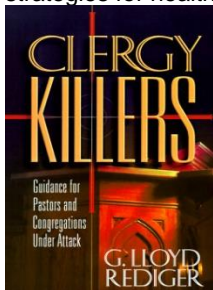
<http://www.churchlawandtax.com/blog/2012/december/clergy-killersand-church.html>

Images for "Clergy Killers"—and the Church | Managing Your Church

Clergy Killers: Guidance for Pastors and Congregations under Attack by G. Lloyd Rediger (Author)

Though some conflict in the church may be normal, there are some types of conflict which are abnormal and abusive. Within some congregations there are personalities who seek to unsettle the relationship between minister and congregation. In this engaging and useful book, G. Lloyd Rediger offers strategies to prevent abuse, support clergy, and to build healthier congregations.

Abuse of pastors by congregations is a tragic reality verified by research and experience. Using interactive case studies, Rediger discusses the warning signs of misuse of ministers; explains common conflict and destructive evil; provides remedies and effective strategies for health and healing in the church; and encourages pastors to be spiritually, mentally, and physically fit.



<http://www.amazon.com/Clergy-Killers-Guidance-Pastors-Congregations/dp/0664257534>

http://www.goodreads.com/book/show/1181539.Clergy_Killers

<http://www.christianbook.com/clergy-killers-guidance-pastors-congregations-attack/g-rediger/9780664257538/pd/57534>

<https://www.svspress.com/clergy-killers-guidance-for-pastors-and-congregations-under-attack/>

https://books.google.com/books/about/Clergy_Killers.html?id=gYAFWibp_RwC&hl=en

<https://books.google.com/books?isbn=1611642418>

http://www.goodreads.com/book/show/1181539.Clergy_Killers

http://home.comcast.net/~glrediger/books/clergy_killers.html

<http://www.unifaith.ca/documents/bullyworkshop.pdf>

<http://www.jmm.org.au/articles/8591.htm>

<http://thesesheepbite.com/2013/11/clergy-killers-the-article-before-the-book/>

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<https://alban.org/archive/the-clergy-killer-debate/>

<https://www.ministrymagazine.org/authors/rediger-g.-lloyd>

<http://fortresspress.com/author/g-lloyd-rediger>

<https://www.amazon.com/G.-Lloyd-Rediger/e/B0011OFC5W>

http://www.goodreads.com/author/show/257002.G_Lloyd_Rediger

[Images for G. Lloyd Rediger \(Author\)](#)

[Images for Clergy Killers: Guidance for Pastors and Congregations under Attack by G. Lloyd Rediger \(Author\)](#)

Clergy Killers: They are determined, deceitful and destructive, but they can be stopped - The Lutheran Magazine

As a rookie parish pastor, I occasionally heard my elders disparage certain "problem congregations." Whenever a new pastor came to one of those churches — a frequent occurrence — they'd shake their heads and mutter something like, "I wish him luck. Hope he makes out better than George."

Often George's fate — fights, heartache and, finally, banishment — befell the new pastor, upon which my elders would sigh and continue muttering as the ugly cycle started again.

G. Lloyd Rediger hears hundreds of variations on this sordid tale during his church consultations and workshops. The problem, he suggests, often rests with a few members who are "clergy killers." Weary of the immense pain these individuals wreak upon pastors and congregations, Rediger, a psychologist and Presbyterian pastor, wrote *Clergy Killers: Guidance for Pastors and Congregations Under Attack* (Logos, 1997).

The clergy killer phenomenon can't be avoided, he says. Consider: 23 percent of U.S. pastors say they have been fired at least once; 70 percent said a faction (typically fewer than 10) forced them out; and 41 percent of congregations who have fired pastors have done this at least twice before.

But be advised, Rediger counsels, not only are there clergy killers, there are also killer clergy.

http://www.thelutheran.org/article/article.cfm?article_id=4813

[Images for Clergy Killers: They are determined, deceitful and destructive, but they can be stopped - The Lutheran Magazine](#)

<https://www.livinglutheran.org/contact-us/>

<https://www.livinglutheran.org/issues/>

clergy killers | Restoring Kingdom Builders

<https://blog.restoringkingdombuilders.org/tag/clergy-killers/>

[Images for clergy killers | Restoring Kingdom Builders](#)

Five Clergy Killers - YouTube

Jeannie Miller-Clarkson, PhD describes five "clergy killers" and their relationship to emotional intelligence.



<https://www.youtube.com/watch?v=wqjTwhlFCr4>

[Images for Clergy Killers - YouTube](#)

<http://static1.squarespace.com/static/5488b393e4b08e455dfac2a3/t/56708129bfe873c2cca22863/1450213673338/The+Four+Essential+Skills.pdf> [PDF]Reduce the Stress of Dealing with Difficult People, Lead More Effectively and Transform Your Ministry by Developing the Four Essential Skills Typical of Emotionally Intelligent Pastors

[Images for Reduce the Stress of Dealing with Difficult People, Lead More Effectively and Transform Your Ministry](#)

<http://www.christiancareconnection.com/jeannie-miller-clarkson>

Killing the clergy softly: Congregational conflict, job loss and depression

A heavy toll

Ministers who were forced out of their jobs because of congregational conflict were more likely to experience burnout, depression, lower self-esteem and more physical health problems, the online study found.

In addition, more than four in 10 ministers forced out of their jobs reported seriously considering leaving the ministry.

A separate survey by Texas Tech and Virginia Tech researchers of 55 ministers who were forced out of a pastoral position found a significant link with self-reported measures of post-traumatic stress disorder and generalized anxiety disorder.

"This study shows that not only is forced termination an issue, but a cruel one that has very distressing effects on those who experience it," Tanner, Zvonkovic and Jeffrey Wherry reported in the current issue of the Journal of Religion and Health. "It is important that Christian organizations recognize the problem and implement steps to increase awareness and solutions."

Months of suffering traumatic and demeaning psychological and emotional abuse as they are slowly being forced out of their pulpits due to congregational conflict, Tanner said, "is a really, really horrible process."

What makes it even worse is the complicity of silence that prevents clergy from getting the help they need to go forward.

<http://blogs.thearda.com/trend/religion/killing-the-clergy-softly-congregational-conflict-job-loss-and-depression/>

[Images for Killing the clergy softly: Congregational conflict, job loss and depression A heavy toll](#)

Silent Clergy Killers: 'Toxic' - Huffington Post

They are called "clergy killers" - congregations where a small group of members are so disruptive that no pastor is able to maintain spiritual leadership for long.

http://www.huffingtonpost.com/david-briggs/silent-clergy-killers-tox_b_1437857.html

Images for Silent Clergy Killers: 'Toxic' - Huffington Post

<https://goodguyswearblack.org/2013/11/22/signs-in-a-congregation-that-a-leader-has-covert-narcissistic-personality-disorder/>

Images for signs-in-a-congregation-that-a-leader-has-covert-narcissistic-personality-disorder

11) Complain

Complain Quotes - BrainyQuote

<https://www.brainyquote.com/topics/complain>

<https://www.brainyquote.com/topics/complaining>

Images for complain quotes

<https://www.goodreads.com/quotes/tag/complaining>

www.wiseoldsayings.com/complaining-quotes/

www.wow4u.com/complainquotes/

www.myawesomequotes.com/quotes-about-complaining/

www.quoteagarden.com/complaining.html

<https://www.ranker.com/list/notable-and-famous-complaints-and-complaining-quotes/reference>

Complaining in the wilderness

²⁴And the people complained against Moses, saying, 'What shall we drink?'

oremus Bible Browser: Exodus 15:24

<http://bible.oremus.org/?passage=Exodus+15:24>

Images for complaining in the wilderness

²The whole congregation of the Israelites **complained** against Moses and Aaron in the wilderness. ³The Israelites said to them, "If only we had died by the hand of the LORD in the land of Egypt, when we sat by the fleshpots and ate our fill of bread; for you have brought us out into this wilderness to kill this whole assembly with hunger."

oremus Bible Browser: Exodus 16:2-3

<http://bible.oremus.org/?version=nrsv&passage=Exodus+16:2-3>

Images for complained against Moses and Aaron

Commentary

4. Grumbling, Rebuke, Battle, and Delegation (Exodus 15-18) - JesusWalk

Moses' leadership has got the people out of Egypt. But now the hardships of leading the people through a desert sojourn will challenge him to his limit. Moses, you remember, was familiar with life in the desert; he had been a shepherd in the Sinai wilderness for 40 years when he served his father-in-law, Jethro. But the people of Israel were used to an agrarian life in the well-watered Nile delta. The desert was new and terrifying to them.

http://www.jesuswalk.com/moses/4_grumbling.htm

http://www.jesuswalk.com/moses/8_rebellion.htm

Images for Grumbling, Rebuke, Battle, and Delegation (Exodus 15-18) - JesusWalk

<https://onelordonebody.com/2014/02/27/how-israel-complaining-14-times-mirrors-your-christian-journey/>

<https://dmariepowell.wordpress.com/2012/01/13/murmuring-and-complaining-will-keep-you-from-the-promised-land/>

<https://www.padfield.com/2001/murmuring.html>

<https://bible.org/seriespage/9-beware-complaining-and-arguing>

Images for bible/beware-complaining-and-arguing

<https://bible.knowing-jesus.com/topics/Complaints>

<https://thebibleproject.com/blog/israels-rebellion-wilderness/>

<http://www.openbible.info/topics/murmuring>

Images for Bible and Murmuring

Dealing with Complaints | Lee Perltz Training Consultancy - YouTube

Customer complaints have the ability to seriously damage an organization ... and so .. must be taken seriously. In this training video, we will cover the main reasons why customers complain and the steps you can take to resolve them.

<https://www.youtube.com/watch?v=kv9lu7arEKw>

Images for Dealing with Complaints - YouTube

<https://www.youtube.com/watch?v=wV6N0ivaw4I> Dealing with complaints – YouTube

<https://www.youtube.com/watch?v=yJGhIRVBD2k> Dealing With Customer Complaints - YouTube

<https://www.youtube.com/watch?v=kv9lu7arEKw> Dealing with Complaints | Lee Perltz Training Consultancy - YouTube

<https://www.youtube.com/watch?v=DHZH4U5eWvU> Customer Service Tips - Dealing With Complaints - YouTube

<https://www.youtube.com/watch?v=uIVj9WQ8teM> Dealing with Complaints - YouTube

4 Ways to Categorize Complaints in the Church: 9Marks

Think of this as a way to sort the complaints you hear into four different categories: preferences, opinions, convictions, attitudes.

<https://9marks.org/article/4-ways-to-categorize-complaints-in-the-church/>

Images for 4 Ways to Categorize Complaints in the Church: 9Marks

42 best Complaint Handling images on Pinterest

<https://www.pinterest.com/PUtraining/complaint-handling/>

Images for complaint handling pinterest

<https://www.pinterest.com/complaintsrgr8/complaint-management/>

Images for complaint-management

<https://www.pinterest.com/explore/customer-complaints/>

<https://www.pinterest.co.uk/blessiabei/handling-complaint/>

<https://www.pinterest.com/messagemtm/how-not-to-deal-with-complaints/>

Images for how-not-to-deal-with-complaints

Handling Complaints Against the Pastor - LifeWay

If deacons would handle member accusations and complaints in this fashion, their ministry would be far less stressful and far more fruitful.

<http://www.lifeway.com/Article/deacon-handing-complaints-against-pastor-reconciliation-conflict>

Images for Handling Complaints Against the Pastor - LifeWay

Handling complaints - YouTube

Good practice in handling complaints following the NHS complaints procedure. Dr Sarah Jarvis presents.

<https://www.youtube.com/watch?v=CHelGlv4sdg>

Images for handling complaints - YouTube

<https://www.youtube.com/watch?v=ZHaCMZLjCxE> Handling Customer Complaints – YouTube

https://www.youtube.com/watch?v=hilb4v_dnck Handling Customer Complaint - YouTube

<https://www.youtube.com/watch?v=gaG8MpafhW8> Complaint Handling - Customer Service - YouTube

<https://www.youtube.com/watch?v=BoNzc7fk7Ts> Handling Customer Complaints Effectively - YouTube

<https://www.youtube.com/watch?v=qfbwaV5YBKU> How to Handle Complaints - YouTube

<https://www.youtube.com/watch?v=bKdEjY0rf3I> Can you handle complaints? - YouTube

<https://www.youtube.com/watch?v=kx7-S9jvVXM> How to Handle Customer Complaints Like a Pro - YouTube

<https://www.youtube.com/watch?v=gLRIW64ZcOo> Customer Service Expert Reveals How to Handle Complaints - YouTube

How to Deal With Complaints: 10 Steps (with Pictures) - wikiHow

Listen carefully to the customer. You should always start by listening carefully to what the customer has to say. You should never interrupt the customer or speak over them. Do not get defensive or angry when the customer speaks. Instead, show empathy and concern.

<https://www.wikihow.com/Deal-With-Complaints>

Images for Deal With Complaints

<https://www.wikihow.com/Deal-With-Customer-Complaints>

<https://www.skillsyouneed.com/rhubarb/dealing-with-complaints.html>

<https://www.eonetwork.org/octane-magazine/special-features/sixstepstodealingwithcustomercomplaints>

<https://www.providesupport.com/blog/how-to-deal-with-customer-complaints/>

Images for deal with customer complaints

<https://www.business.com/articles/5-proven-ways-to-deal-with-consumer-complaints-online/>

<https://www.keeping.com/customer-service/dealing-with-difficult-customers-complaints/>

How to Respond to Complaints at Church | UUA.org

Over the years, congregations have employed various methods to handle complaints from congregants.

<http://www.uua.org/interconnections/292744.shtml>

Images for How to Respond to Complaints at Church | UUA.org

What Do You Do When People Complain about You? - Margaret J. Marcuson

Here are some tips for handling complaints that come your way:

<http://margaretmarcuson.com/wp-content/uploads/2012/12/What-Do-You-Do-When-People-Complain-about-You.pdf>

Images for What Do You Do When People Complain about You? - Margaret J. Marcuson

<http://margaretmarcuson.com/how-much-do-you-complain/>

<http://margaretmarcuson.com/fasting-from-complaining-9-reasons-why-church-leaders-might-want-to-try-it/>

<http://creatormagazine.com/4-ways-to-handle-complaints-in-ministry/>

<http://creatormagazine.com/3-reasons-to-not-complain-about-church-to-your-family/>

<http://www.churchcentral.com/blogs/top-ten-tips-for-dealing-with-complaints/>

<http://margaretmarcuson.com/your-family-is-over-your-complaining/>

<http://onresilience.com/2011/04/18/articulation-of-feelings-is-not-the-same-as-venting/>

<http://likeateam.com/10-tips-handling-criticism-ministry-margaret-j-marcuson/>

<http://day1.org/4594-is-your-church-polarized>

<https://books.google.com/books?isbn=1596272015>

Images for Margaret J. Marcuson

Page 53

What Does the Bible Say About Complaining? - OpenBible.info

<https://www.openbible.info/topics/complaining>

[Images for Bible and Complaining](#)

<https://www.gotquestions.org/Bible-complaining.html>

<https://www.intoxicatedonlife.com/2013/09/09/5-great-bible-verses-kids-memorize-complaining/>

<https://www.desiringgod.org/articles/how-to-complain-without-grumbling>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Complaining/>

<https://www.whatchristianswanttoknow.com/what-does-the-bible-say-about-complaining-a-christian-study/>

<https://bible.org/seriespage/9-beware-complaining-and-arguing>

[Images for complaining and arguing](#)

<https://www1.cbn.com/danger-complaining>

[Images for danger of complaining](#)

www.truthhelp.org/page4.php [PDF] Biblically Dealing with Complaints in the Church - TruthHelp

When "Some People" Complain | Ministry Matters™

Before hanging up the phone, what Pastor Smith needs to do is not let David the Lay Leader off the hook so easily. She needs to insist on taking the opportunity to be the people's pastor, even though it can be uncomfortable. She could say:

<http://www.ministrymatters.com/all/entry/3260/when-some-people-complain>

[Images for When "Some People" Complain | Ministry Matters™](#)

12) Conflict

A Lay Person's Guide to Conflict Management by Speed B. Leas (Author)

This paper is written for church leaders who find their congregation in conflict and want to have some ideas about what they can do about it.

<http://www.amazon.com/Lay-Persons-Guide-Conflict-Management/dp/9990411484>

<https://alban.org/archive/a-pioneering-spirit-speed-leas-celebrates-four-decades-of-conflict-management-consulting/>

<https://www.amazon.com/Speed-Leas/e/B001HMTL4G>

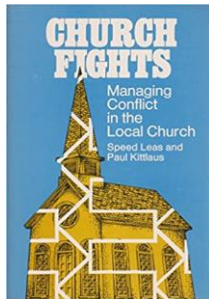
http://www.goodreads.com/author/show/1250813.Speed_Leas

[Images for Speed Leas, author](#)

[Images for A Lay Person's Guide to Conflict Management by Speed B. Leas \(Author\)](#)

Church Fights: Managing Conflict in the Local Church [Speed Leas]

A valuable tool for understanding and managing conflict in church.



<http://www.amazon.com/Church-Fights-Managing-Conflict-Local/dp/0664249744>

<http://www.vitalchristianity.org/docs/Conflict-Dealing%20With%20Conflict2.pdf>

<https://digitalcommons.liberty.edu/cgi/viewcontent.cgi?article=1114&context=doctoral>

<http://www.christianitytoday.com/pastors/1989/winter/8911012.html>

<https://styldiasplace.typepad.com/Speed%20Leas'%20levels%20of%20conflict.pdf>

<https://cntr4conghealth.wordpress.com/2011/09/01/levels-of-conflict-by-speed-leas/>

[Images for levels-of-conflict-by-speed-leas](#)

[Images for Church Fights: Managing Conflict in the Local Church \[Speed Leas\]](#)

Discover Your Conflict Management Style by Speed B. Leas

Speed B. Leas helps readers to assess their conflict response and discover options appropriate to different levels of conflict. He draws on years of experience helping conflicted congregations to provide valuable insights on the nature of conflict and its resolution, making this an excellent tool for raising self-awareness and a practical introduction to conflict management. This new edition contains an improved Conflict Strategy Instrument, revised to reflect new learnings and more accurately describe your conflict management style.

The six categories are Persuasion, Compulsion, Avoidance/Accommodation, Collaboration, Negotiation, and Support. Most people will recognize that their own conflict management styles are a combination of these types, which get defined carefully and described in some detail despite the low number of pages in the text. Most people will however tend toward a few types of conflict management. Leas gives clues as to how one can improve, both within and outside of the category. Leas shows the benefits of each style and the drawbacks of each style.

<https://www.amazon.com/Discover-Your-Conflict-Management-Style/dp/1566991846>

<http://www.goodreads.com/book/show/2622076-discover-your-conflict-management-style>

<https://rowman.com/ISBN/9781566995085/Discover-Your-Conflict-Management-Style-Revised-Edition>

<https://imnedu.org/imn-library/discover-your-conflict-management-style/>

<https://www.barnesandnoble.com/w/discover-your-conflict-management-style-speed-b-leas/1001604218>
http://books.google.com/books/about/Discover_Your_Conflict_Management_Style.html?id=o-k5AAAACAAJ
<https://thecrg.org/resources/discover-your-conflict-management-style>
<http://www.brethren.org/ministryoffice/documents/interim-ministry-resource.pdf>
<https://books.google.com/books?isbn=1426760523> Avoidance of External Conflict Notes
<https://myluthernet.luthersem.edu/ICS/icsfs/Leasconflmanstyle.pdf?target=2d99079c-4cea-47a5-9cb6-88906feb8be2>
http://www.2shared.com/document/FbPNib9r/Discover_Your_Conflict_Managem.html
<http://mm.pcns.org.au/index.php/discover-your-conflict-management-style-speed-b-leas/>
<https://cntr4conghhealth.wordpress.com/2011/09/01/levels-of-conflict-by-speed-leas/>
[Images for Discover Your Conflict Management Style by Speed B. Leas](#)

Page 4

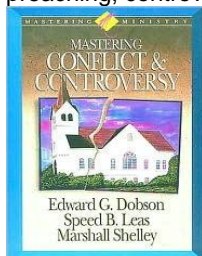
Leadership & Conflict (Creative Leadership Series) [Speed B. Leas]

Conflict management does not necessarily imply control of conflict, says Speed B. Leas. Rather, it suggests handling the problem competently. But how does one in a leadership position do this? How can a person reduce the tension between subordination and the desire to assert leadership? Leas draws upon what concrete scientific norms there are in this area, and upon his own experience, to provide timely ideas on containing conflict. He starts by developing a theory of human needs which lays the foundation for the rest of the book. He then focuses on a general theory of leadership and the effect of fear on conflict dynamics. Leas also discusses uncovering suppressed conflict, dealing with organizations as systems, curbing conflict, situations where conflict should actually be encouraged, and self-defense as a means of identifying problems.

<http://www.amazon.com/Leadership-Conflict-Creative-Series/dp/0687212642>
<http://www.christianitytoday.com/le/1989/winter/8911012.html>
[Images for Leadership & Conflict \(Creative Leadership Series\) \[Speed B. Leas\]](#)
https://www.academia.edu/19326182/Conflict_as_a_Crucible_for_Spiritual_Transformation_in_Congregational_Leaders Page 109
<https://www.librarything.com/series/Creative+Leadership+Series>
[Images for Creative Leadership Series](#)

Mastering Conflict & Controversy by Marshall Shelley, Speed Leas, Edward G. Dobson

The Mastering Ministry Series covers the various challenges of a ministry encounters and teaches how to deal with them-one subject at a time. Mastering Ministry is a perfect "survival guide" for today's pastor addressing relevant topics such as worship, preaching, controversies, evangelism, church management, pastoral care, fundraising and personal growth.



<http://www.amazon.com/Mastering-Conflict-Controversy-Marshall-Shelley/dp/0880705019>
https://www.goodreads.com/book/show/2080223.Mastering_Conflict_Controversy
<http://www.christianbook.com/mastering-ministry-conflict-and-controversy/edward-dobson/9781418532352/pd/532352>
http://www.bivocational.org/BIVO/resources/Conflict/Top_10_Predictable_Times_For_Conflict_In_The_Church.pdf
www.lifeway.com/Article/Top-Ten-Predictable-Times-for-Conflict-in-the-Church
<https://www.uua.org/careers/administrators/reading> Conflict Management
www.restoringkingdombuilders.org/wordpress?wptouch_switch=desktop...
<https://www.amazon.com/Marshall-Shelley/e/B001IR1MS8>
https://www.goodreads.com/author/show/101091.Marshall_Shelley
[Images for Marshall Shelley, author](#)
https://en.wikipedia.org/wiki/Ed_Dobson
https://www.goodreads.com/author/show/578554.Edward_G_Dobson
[Images for Mastering Conflict & Controversy by Marshall Shelley, Speed Leas, Edward G. Dobson](#)
<https://www.librarything.com/series/Mastering+Ministry>
<https://www.logos.com/products/search?q=Mastering+>
[Images for Mastering Ministry Series](#)

Moving Your Church through Conflict [Speed B. Leas]

With this how-to manual written for clergy and lay leaders, learn exactly what to do when conflict arises. Leas' highly acclaimed theory of conflict levels spells out appropriate responses. Easily applicable concepts and practical strategies. Speed Leas is a nationally known consultant to religious organizations and an educator of church leaders, including pastors, laity, and church executives. For more than three decades, he has worked full-time as a teacher and consultant to ecclesiastical groups throughout the United States and Canada. He has an extensive background as a management consultant to churches and has earned a special reputation as an authority on conflict. His experience with conflicted congregations, judicatories, and church agencies places him in a preeminent position in the nation. From this work and his

research, he has written eleven books and numerous articles and monographs and has given hundreds of seminars and lectures.

This is a "how to" book. This book is for pastors or lay leaders who find themselves in a conflicted church or one where conflict is about to occur. Although this book is written by a consultant with fourteen years experience as an outsider working with congregations in conflict, you will find here ideas and advice to work through differences without the help of an outside consultant, as well as with such assistance.

<http://www.amazon.com/Moving-Church-through-Conflict-ebook/dp/B007Z59EBY>
<https://www.barnesandnoble.com/w/moving-your-church-through-conflict-speed-b-leas/1001604219?type=eBook>
<https://vitalcongregations.files.wordpress.com/2012/03/conflict-levels.doc>
<https://books.google.com/books?isbn=1566994462>
https://books.google.com/books/about/Moving_Your_Church_through_Conflict.html?id=YKI8CwAAQBAJ
<https://thecrg.org/resources/moving-your-church-through-conflict>
https://www.episcopalchurch.org/uploads/pages/files/FS_3.11_Conflict_II_Resources_080111_.pdf
<http://conflicttopeace.com/images/HowDoesTheChurchHandleConflictInItsMidst.pdf>
https://www.ecfvp.org/uploads/tools/files/Living_into_Our_Ministries2.pdf
<https://macsphere.mcmaster.ca/bitstream/11375/10283/1/fulltext.pdf>
[https://episcopalchurch.org/files/CDR_series3\(2\).pdf](https://episcopalchurch.org/files/CDR_series3(2).pdf)
https://www.episcopalchurch.org/uploads/pages/files/FS_3.11_Conflict_II_Resources_080111_.pdf
https://presbyterian.ca/wp-content/uploads/cmv_elder_for_elders_aug_2006.pdf
<https://digitalcommons.liberty.edu/cgi/viewcontent.cgi?article=1544&context=masters>
<http://clergysupport.ca/books/>
<http://www.lifeandleadership.com/book-summaries/leas-moving-your-church-through-conflict.html>
Images for Moving Your Church through Conflict [Speed B. Leas]

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Page 89
Page 148
Page 24
Page 2
Page 6
Page 114

About Conflict - Office of Human Resource Development

What is conflict?

Definitions and assumptions about conflict

Conflict is normal: Anticipating conflicts likely to arise in the workplace

Conflict styles and their consequences

How we respond to conflict: Thoughts, feelings, and physical responses

The role of perceptions in conflict

Why do we tend to avoid dealing with conflict?

<http://www.ohrd.wisc.edu/onlinetraining/resolution/aboutwhatisit.htm>

Images for definitions and assumptions about conflict

Images for conflict styles and their consequences

APPROPRIATE GOALS FOR THE INTERIM PERIOD

5. TO DEAL WITH SPECIAL NEEDS OF THE CHURCH

Every church is different. As a result of diagnosis, the interim will learn of specific problems in the congregation. Through knowledge of techniques in **conflict** management and tactful suggestions by the outsider (the disinterested person, the interim minister) beneficial changes may be effected.

www.rca.org/document.doc?id=73

Images for APPROPRIATE GOALS FOR THE INTERIM PERIOD 5. TO DEAL WITH SPECIAL NEEDS OF THE CHURCH conflict management

[PDF]Assessing Your Restoration Potential - CRM Empowering Leaders

Conflict and Conflict Resolution Able to address conflict biblically 17.4 reTurn Resource Kit

<http://www.crmleaders.org/sites/default/files/assesstorepotential.pdf>

Images for [PDF]Assessing Your Restoration Potential - CRM Empowering Leaders Conflict and Conflict Resolution

Best 25+ Conflict resolution ideas on Pinterest | Conflict management

<https://www.pinterest.com/explore/conflict-resolution/>

Images for conflict resolution pinterest

<https://www.pinterest.com/explore/conflict-resolution-activities/>

<https://www.pinterest.com/endayoung/conflict-resolution/>

<https://www.pinterest.com/CounselorChels/conflict-resolution/>

<https://www.pinterest.com/kpfriend/conflict-resolution/>

<https://www.pinterest.com/explore/conflict-resolution-activities/>

<https://www.pinterest.com/wetzel5/conflict-resolution/>

<https://www.pinterest.com/juanae/conflict-resolution/>

<https://www.pinterest.com/miamacmeekin/conflict-resolution/>

<https://www.pinterest.com/donalisahelsley/conflict-resolution/>

<https://www.pinterest.com/counselor85/conflict-resolution/>

<https://www.pinterest.com/zellersc/conflict-resolution/>

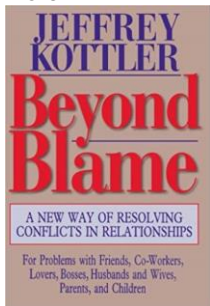
<https://www.pinterest.com/tanyakeene/conflict-resolution/>

<https://www.pinterest.com/slumberkins/conflict-resolution/>

<https://www.pinterest.com/rjkeiter/conflict-resolution/>
<https://www.pinterest.com/jkl5502/conflict-resolutions/>
<https://www.pinterest.com/juanae/conflict-resolution/>
<https://www.pinterest.com/bportthespace/conflict-resolution/>
<https://www.pinterest.com/hope4hurtkids/conflict-resolution-h4hk/>
<https://www.pinterest.com/carden01/conflict-resolution/>
<https://www.pinterest.com/tammylenski/conflict-resolution/>
<https://www.pinterest.com/starnesbob/conflict-resolution/>
<https://www.pinterest.com/zjmama77/conflict-resolution/>
<https://www.pinterest.com/kcjoyner/conflict-resolution/>
<https://www.pinterest.com/bibliclee/conflict-resolution/>
<https://www.pinterest.com/explore/conflict-resolution-skills/>
 Images for conflict-resolution-skills
<https://www.pinterest.com/islandlake30/counseling-conflict-resolution/>
 Images for counseling-conflict-resolution

Beyond Blame: A New Way of Resolving Conflicts in Relationships by Jeffrey A. Kottler (Author)

Conflict is an unavoidable part of life. Everyone has at least one relationship that is in conflict, whether it's with a family member, a co-worker or boss, a teacher, a friend, or a lover. And while it is common to blame others for the conflict, this type of strategy usually makes things worse. *Beyond Blame* focuses on the only party in the conflict we have any control over: ourselves. Conflict, according to Jeffrey Kottler, is an interactive process - you cannot look at a person who makes life difficult for you without also looking at yourself. While blaming others may lead to short-term relief, it often escalates conflicts and produces long-term damage. Kottler shows that to contend with conflict we must first understand the problem and then take responsibility by changing our own roles. Kottler explores the patterns of conflict in our lives and tells how to identify the unresolved issues within us that contribute to recurring problems. *Beyond Blame* presents specific advice on conflicts in love and at work, and explains what to do when conflicts cannot be resolved. Through many examples and helpful exercises we learn how to confront the interactions that arouse our deepest fears; harness emotional pain and use it as a force for constructive change; take responsibility without feeling the need to blame others; say no to guilt; and identify the positive functions of conflict - as a releaser of tension, a promoter of growth, and more.



<http://www.amazon.com/Beyond-Blame-Resolving-Conflicts-Relationships/dp/0787902497>
https://www.goodreads.com/book/show/32308.Beyond_Blame
<https://www.barnesandnoble.com/w/beyond-blame-jeffrey-a-kottler/1122996440>
http://www.winstonbrill.com/bri001/html/article_index/articles/151-200/article194_body.html
<https://www.buffalolib.org/vufind/Record/802426/Reviews>
http://books.google.com/books/about/Beyond_blame.html?id=ieIGAAAAMAAJ
<https://www.publishersweekly.com/978-1-55542-604-0> Nonfiction Book Review
<http://jeffreykottler.com/>
<https://www.psychologytoday.com/experts/jeffrey-kottler-phd>
<https://www.librarything.com/author/kottlerjeffreya>
<https://www.amazon.com/Jeffrey-A.-Kottler/e/B001HD3FDS>
http://www.goodreads.com/author/show/18176.Jeffrey_A_Kottler
 Images for Jeffrey A. Kottler (Author)
 Images for Beyond Blame: A New Way of Resolving Conflicts in Relationships by Jeffrey A. Kottler (Author)

Bickering in the Body

"Bickering in the Body" by Karen Bockelman Lutheran Woman Today magazine, Oct. 2010

"I want my congregation to be one big, happy family....If any human institution should be free from disagreement, dissension and tension, surely it would be Christ's church?" The article points out that Jesus' disciples experienced **conflict**; the book of Acts and Paul's letters tell of disagreements, even fights, over the mission and direction of the church. The author points out that maybe we should be surprised about a church without conflict and tension! The author compares conflict and reconciliation to the stories of Babel and Pentecost. Babel can be a metaphor for places where communication has broken down while Pentecost is about opening up lines of communication. "Every congregational conflict has elements of Babel and the promise of Pentecost. God promises a hope that will not disappoint."

[PDF] November 2010 newsletter - King of Kings Lutheran Church

http://www.kingofkingswoodbury.org/uploads/3/0/8/2/3082042/2010.11_newsletter.pdf

Page 5

[Images for Bickering in the Body](#)
[Images for Jesus' disciples experienced conflict](#)

Bishops: Conflict our most demanding task | The Lutheran

Dealing with congregational conflict "is the most demanding responsibility put on synod offices right now," says Montana Synod Bishop Mark Ramseth.

Unfortunately, "synod offices don't get called until the situation has escalated," says Bishop Donald Parsons, Alaska Synod.

"Congregations put it off until they are embroiled in conflict."

http://www.thelutheran.org/article/article.cfm?article_id=96

[Images for Bishops: Conflict our most demanding task | The Lutheran](#)

Ask ELCA bishops about the common illnesses that trouble congregations and the subject quickly turns to conflict. Conversations with 12 experienced synod bishops reveal 10 sources of the increased amount of congregational conflict they see.

http://www.thelutheran.org/article/article.cfm?article_id=92 What ails us?: Bishops describe 10 sources of congregational conflict

[Images for What ails us?: Bishops describe 10 sources of congregational conflict - The Lutheran Magazine](#)

Conflict has been with us since Adam and Eve couldn't agree about why they ate the forbidden fruit. Things got worse from there.

Cain killed Abel. Joseph's brothers sold him into slavery. King David faced a rebellion led by his son. And shortly before Jesus' last supper, his disciples argued about who would be the greatest in God's kingdom.

http://www.thelutheran.org/article/article.cfm?article_id=2644 Church conflict: It's inevitable, but we can avoid the big bite

[Images for Church conflict: It's inevitable, but we can avoid the big bite | The Lutheran](#)

<https://www.livinglutheran.org/contact-us/>

<https://www.livinglutheran.org/issues/>

Bridgebuilder Intervention Process

Anxiety and **conflict** exist in all systems, and of course the church is no exception. The Bridgebuilder process was created by Peter Steinke, a well-known church consultant and author of several books on church conflict. After working with hundreds of churches experiencing the effects of conflict, Steinke created a process for assisting churches in working through their anxiety and moving in the directions they want, toward health and growth.

<http://www.nisynod.org/resources/bridgebuilders.htm>

[Images for Bridgebuilder Intervention Process](#)

<https://sites.google.com/site/healthychurchhawks/bridgebuilderinterventionprocess>

<http://leading2legacy.com/intervention-process>

<http://leading2legacy.com/bridgebuilder>

<https://www.bbministries.org.uk/wp-content/uploads/2016/04/Transforming-conflict-some-keys-for-church-leaders.pdf> Bridge Builders:

TRANSFORMING CHURCH CULTURE

Changing the Ending of our Conflict Stories — Congregational Consulting Group

No other institution in North American social life combines the personal formation, corporate fellowship, and community development functions that we find in a local congregation. Nowhere else—not our families, our schools, or our workplaces—do we have the potential for individual, group, and community transformation that exists in our local congregations.

Yet despite this enormous capacity for transformation, congregations persistently experience significant internal conflict. My own dissertation research found that in a five year period 45% of congregations experience a conflict "significant enough to convene a special meeting or call in outside help." After more than 25 years of consulting with local congregations (and more than 50 years of participating in congregational life), I've observed five principles about congregational conflict.

<http://www.congregationalconsulting.org/changing-the-ending-of-our-conflict-stories/>

[Images for Changing the Ending of our Conflict Stories — Congregational Consulting Group](#)

<http://www.congregationalconsulting.org/leading-in-an-age-of-all-or-nothing-conflict/>

[Images for leading-in-an-age-of-all-or-nothing-conflict](#)

<http://www.congregationalconsulting.org/leadership-in-an-age-of-polarization/>

[Images for leadership-in-an-age-of-polarization](#)

Character Forged from Conflict: Staying Connected to God during Controversy (Pastor's Soul) by Gary D. Preston (Author)

One of God's most effective tools for shaping your character as a pastor or church leader are the hardships and difficult times you experience through controversy in the church. Though it is not easy to hear, ministry will get tough. That is a reality that is important for you both to understand and to overcome.

In *Character Forged from Conflict*, author Gary Preston explores how the church, though still the Bride of Christ, can sometimes seem to steal what's most precious to you: your desire to serve God and people. Using scripture and illustrative stories, Preston addresses the key issues for recognizing, avoiding, or appropriately handling conflict including: Reaching out to those who may be in opposition to you; Preaching through controversy; Resisting the urge to strike back; Meeting the important needs of your own family.

<http://www.amazon.com/Character-Forged-Conflict-Connected-Controversy/dp/1556619731>

https://www.logos.com/resources/LLS_34.0.69/character-forged-from-conflict-staying-connected-to-god-during-controversy

<http://www.christianitytoday.com/pastors/1999/summer/9I3107.html>

<https://www.amazon.com/Gary-D.-Preston/e/B001K8R4LY>

[Images for Gary D. Preston \(Author\) conflict](#)

[Images for Character Forged from Conflict: Staying Connected to God during Controversy \(Pastor's Soul\) by Gary D. Preston \(Author\)](#)

<https://www.librarything.com/series/The+Pastor%27s+Soul>

Characteristics of Church Leaders – Luther Seminary

6. Leaders creatively respond to **conflict**.

http://www.luthersem.edu/stewardship/resource_detail.aspx?resource_id=1058

[Images for Characteristics of Church Leaders – Luther Seminary 6. Leaders creatively respond to conflict.](#)

Church Administration: Programs/Process/Purpose by Robert Bacher (Author), Michael Cooper-White (Author)

Chapter 11 When **Conflict** Comes Calling

<https://www.augsburgfortress.org/store/product/2687/Church-Administration-Programs-Process-Purpose>

<https://www.amazon.com/Church-Administration-Programs-Process-Purpose/dp/0800637429>

[Images for Church Administration: Programs/Process/Purpose by Robert Bacher \(Author\), Michael Cooper-White \(Author\) Chapter 11 When Conflict Comes Calling](#)

Church Conflict: From Contention to Collaboration by Norma Cook Everist (Author)

You love your work. You love the people - most of the time. They respect you, most of the time. You work together with colleagues, staff, and laity, with energy and enthusiasm, most of the time. But then something goes wrong: a word spoken in anger, a misunderstanding, and things turn sour. What do you do? How do you deal with conflict, whether it be long or short-term, low or high intensity?

Conflict is a part of the human predicament, yet it need not define or control your ministry. This book is designed to help the reader ask certain key questions about the nature and scope of the conflict they are experiencing and, based on the answers to those questions, move beyond conflict. The author lays out the variety of responses to conflict, running the gamut from avoidance to accommodation to compromise to collaboration.

Written with the real needs of congregations in mind, this book will serve as a reliable guide to all who wish to move through conflict into a more effective and authentic fulfillment of their calling.

<http://www.amazon.com/Church-Conflict-Norma-Cook-Everist/dp/0687038014>

https://www.goodreads.com/book/show/1554958.Church_Conflict

<http://www.barnesandnoble.com/w/church-conflict-norma-cook-everist/1112191355>

<http://www.abingdonpress.com/product/9780687038015#.WpQKV6jwaUk>

<https://www.christianbook.com/church-conflict-from-contention-to-collaboration/norma-everist/9780687038015/pd/038014>

<https://books.google.com/books?isbn=0687038014>

http://books.google.com/books/about/Church_Conflict.html?id=9YeiQuooCoAC

<http://scholars.wlu.ca/cgi/viewcontent.cgi?article=1166&context=consensus>

http://www.wartburgseminary.edu/uploadedfiles/Campus_Community/Faculty_Personal_Pages/ncookeverist/MN351.pdf

http://www.abingdonpress.com/norma_cook_everist

<https://www.livinglutheran.org/author/norma-cook-everist/>

<https://www.amazon.com/Norma-Cook-Everist/e/B001IO9MKQ>

http://www.goodreads.com/author/show/314163.Norma_Cook_Everist

[Images for Norma Cook Everist \(Author\)](#)

[Images for Church Conflict: From Contention to Collaboration by Norma Cook Everist \(Author\)](#)

Church conflict: It's inevitable, but we can avoid the big bite | The Lutheran

Conflict has been with us since Adam and Eve couldn't agree about why they ate the forbidden fruit. Things got worse from there. Cain killed Abel. Joseph's brothers sold him into slavery. King David faced a rebellion led by his son. And shortly before Jesus' last supper, his disciples argued about who would be the greatest in God's kingdom.

The Lutheran | November 1997 Issue

http://www.thelutheran.org/article/article.cfm?article_id=2644

[Images for Church conflict: It's inevitable, but we can avoid the big bite | The Lutheran](#)

<https://www.livinglutheran.org/contact-us/>

<https://www.livinglutheran.org/issues/>

Church Conflict: The Hidden Systems behind the Fights (Effective Church) by Charles H. Cosgrove (Author), Dennis D. Hatfield (Author)

If church is like a family, it fights like one too! As in any family, conflict in the church family is natural and inevitable. But the way the church family handles its fights can make or break ministry. By using stories and examples of real problems at actual churches, Cosgrove and Hatfield have applied family-systems theory to help us identify the hidden structural boundaries in any group relationship. They show how the dynamics and 'family rules' operating in the informal family-like church system powerfully influence how church members relate to each other.

<http://www.amazon.com/Church-Conflict-Hidden-Systems-Effective/dp/0687081521>

https://www.goodreads.com/book/show/1570082.Church_Conflict

http://books.google.com/books/about/Church_Conflict.html?id=UjLaDTe50OsC

<https://books.google.com/books?isbn=1426760523>

<https://www.amazon.com/Charles-H.-Cosgrove/e/B001H9RRX6>

http://www.goodreads.com/author/show/159570.Charles_H_Cosgrove

[Images for Charles H. Cosgrove \(Author\)](#)

[Images for Dennis D. Hatfield \(Author\)](#)

[Images for Church Conflict: The Hidden Systems behind the Fights \(Effective Church\) by Charles H. Cosgrove \(Author\), Dennis D. Hatfield \(Author\)](#)

<http://www.carey-edu.ca/wp-content/uploads/2013/06/Bibliography-Pastoral-Theology.pdf>

<https://faithcommunitiestoday.org/sites/default/files/InsightsIntoCongregationalConflict.pdf>

[Images for Effective Church series](#)

Communication and Conflict Management in Churches and Christian Organizations: [Kenneth O. Gangel]

Churches thrive on communication; they are stifled by conflict. Renowned Christian educator Kenneth O. Gangel joins his colleague Samuel L. Canine to bring good news to the church - communication skills can be learned and conflict can be managed. The church need no longer hide conflict nor excuse itself for poor communication, but can instead acknowledge where it has problems and seek transformation.

The authors offer scriptural strategies for overcoming conflict and for building trust in relationships - even relationships among deacons or between deacons and pastors. Drawing from recent studies in the social sciences, Gangel and Canine show the church how to manage strife and foster dialogue so that the church can flourish.

<http://www.amazon.com/Communication-Conflict-Management-Christian-Organizations/dp/1579109020>

<https://www.goodreads.com/book/show/7211510-communication-and-conflict-management-in-churches-and-christian-organiza>

<https://www.christianbook.com/communication-conflict-management-churches-christian-organizations/kenneth-gangel/9781579109028/pd/9109028>

<https://wipfandstock.com/communication-and-conflict-management-in-churches-and-christian-organizations.html>

<https://www.betterworldbooks.com/product/detail/communication-and-conflict-management-1579109020>

https://books.google.com/books/about/Communication_and_Conflict_Management_in.html?id=079KAAQAQBAJ

<https://christianuniversity.org/professors/dr-kenneth-o-gangel/>

https://www.goodreads.com/author/list/173693.Kenneth_O_Gangel

[Images for Kenneth O. Gangel, author](#)

[Images for Communication and Conflict Management in Churches and Christian Organizations: \[Kenneth O. Gangel\]](#)

ConCom: Conflict Communication A New Paradigm in Conscious Communication by Rory Miller (Author)

ConCom: Conflict Communications presents a functional taxonomy to see, understand and manipulate the roots of conflict. If you have ever wondered why your boss ignored a suggestion that could save millions of dollars, or why you have the same argument again and again with your spouse, the answers are here. As well as the tools to do something about it.

<https://www.amazon.com/Conflict-Communication-ConCom-Paradigm-Conscious/dp/1594393311>

<https://www.goodreads.com/book/show/20931362-concom>

<https://www.barnesandnoble.com/w/conflict-communication-rory-miller/1121061284>

https://ymaa.com/sites/default/files/book/sample/9781594393310_sample.pdf

<https://www.youtube.com/watch?v=GixnBv4HTTo> Conflict Communications by Rory Miller - YouTube

[Images for Conflict Communications by Rory Miller - YouTube](#)

[#38 Rory Miller - Conflict Communications - YouTube](https://www.youtube.com/watch?v=NXpk1d_xeGk)

<https://www.intherabbithole.com/e271/> E271: Rory Miller on How to Win with Conflict Communication

<https://www.amazon.com/Rory-Miller/e/B002M54CNW>

https://www.goodreads.com/author/show/461240.Rory_Miller

[Images for Rory Miller \(Author\)](#)

[Images for ConCom: Conflict Communication A New Paradigm in Conscious Communication by Rory Miller \(Author\)](#)

Conflict and a Christian Life [Sam Portaro]

From the earliest days of recorded history, conflict has been an integral part of human life. Although conflict and crisis are painful, they are visible and vital signs of the perpetual work of the church and society. Viewed in this light, they become sources of growth and gifts to be pressed into service.

The trouble with Jesus was—and is—that he stands in the midst of conflict and allows the conflict actually to live in him even though it tears him apart, in order that new life might be born. The trouble with Jesus was—and is—that he invites us to follow where he has led.

Newly revised and expanded, this book is not a how-to manual for problem-solving, but a hopeful and creative reflection on the positive aspects of conflict in our relationships and institutions, as demonstrated throughout scripture in the life and ministry of Jesus, the early church, the church today, and within ourselves. For those willing to embrace conflict and the work that it requires, the result is a celebration of the community that God has given us.

Conflict is frightening. It threatens our sense of control and upsets our notions of order. It touches our vulnerability and reveals uncomfortable realities. Therefore, we tend to deny conflict, or we try to manage it, tame it. In fantasies of ultimate control, we banish conflict altogether. . .

But the ways of God in the real and quite tangible world in which I live are obviously not the same as my ways. In this world, I am rarely in agreement with others and God obviously tolerates much more untidiness than I find comfortable. This conflict, which is with me every hour and becomes quite apparent hundreds of times a day, arouses fear within me. I want to be in control, and yet I cannot be in control.

<http://www.amazon.com/Conflict-Christian-Life-Sam-Portaro/dp/1561012165>

<https://www.goodreads.com/book/show/7357233-conflict-and-a-christian-life>

<https://rowman.com/ISBN/9781561012169/Conflict-and-a-Christian-Life>

<https://www.barnesandnoble.com/w/conflict-and-a-christian-life-sam-anthony-portaro/1100469801>
<https://books.google.com/books?isbn=1461733006>
http://books.google.com/books/about/Conflict_and_a_Christian_Life.html?id=HBV27Bm7LgUC
<http://www.deepershopping.com/sam-portaro/homepage.html>
<https://www.amazon.com/Sam-Anthony-Portaro/e/B001JS67CW>
http://www.goodreads.com/author/show/234075.Sam_Portaro
 Images for Sam Portaro, author
 Images for Conflict and a Christian Life [Sam Portaro]

Conflict and Agreement in the Church [Thomas F. Torrance]

A collection of essays, articles, and article reviews that arise directly or indirectly out of Torrance's involvement in the ecumenical movement.



https://wipfandstock.com/store/Conflict_and_Agreement_In_the_Church_2_Volumes
<http://www.amazon.com/Conflict-Agreement-Church-Thomas-Torrance/dp/1579100066>
<https://books.google.com/books?isbn=1579100066>
https://theologicalstudies.org.uk/theo_torrance.php
https://en.wikipedia.org/wiki/Thomas_F._Torrance
<http://www.theopedia.com/thomas-torrance>
<https://www.amazon.com/Thomas-F.-Torrance/e/B001HD3ZHO>
http://www.goodreads.com/author/show/203242.Thomas_F_Torrance
 Images for Thomas F. Torrance, author
 Images for Conflict and Agreement in the Church [Thomas F. Torrance]

Conflict and Caring: Preventing, Managing, and Resolving Conflict in the Church [Keith Huttenlocker]

Shows how two seemingly contradictory ideas can and ought to work alongside each other. Many insights permeated with biblical spirit. Realistically analyzes church conflict and offers practical Christian advice on how to deal with it.

This is not just a book about conflict; it is also a book about caring. It is a book that explains why conflict develops, often among some of the finest people and in some of the best churches. What may be unique is that the book also suggests how conflict and caring interact.

<http://www.amazon.com/Conflict-Caring-Preventing-Managing-Resolving/dp/0310753015>
https://www.logos.com/resources/LLS_HUTK05/conflict-and-caring-preventing-managing-and-resolving-conflict-in-the-church
<https://www.paperbackswap.com/Keith-Huttenlocker/author/>
<https://www.amazon.com/Keith-Huttenlocker/e/B001HP4Y5Q>
https://www.goodreads.com/author/show/706030.Keith_Huttenlocker
 Images for Keith Huttenlocker, author conflict and caring
 Images for Conflict and Caring: Preventing, Managing, and Resolving Conflict in the Church [Keith Huttenlocker]

Conflict as Blessing: Please Don't Waste This Crisis

While the church of Christ may be the scene of conflict, when we manage that conflict in a way that leads to a healthier congregation, we become a message of hope to the larger world. There may be no better way for the church to witness to a conflict-weary culture than to handle its own, internal differences with wisdom and grace.

Crisis and conflict awaken our passions and can motivate us to a better way. When conflict arrives, as it must, please do not waste the opportunity to seek to turn it into a blessing.

<http://healthy-churches.org/conflict-blessing-please-dont-waste-crisis/>
 Images for Conflict as Blessing: Please Don't Waste This Crisis
<https://cntr4conghhealth.wordpress.com/2011/09/01/levels-of-conflict-by-speed-leas/>
 Images for levels-of-conflict-by-speed-leas

Conflict De-escalation Strategies: Control Your Tone and Body Language

The leverage point for de-escalating the conflict is their perception, and the strongest impact you will likely have on their perception is your tone and body language.

<http://recoveringengineer.com/resolving-conflict/conflict-de-escalation-strategies-control-your-tone-and-body-language/>
 Images for Conflict De-escalation Strategies: Control Your Tone and Body Language
<https://vividlearningsystems.com/safety-toolbox/conflict-de-escalation-techniques>
 Images for conflict-de-escalation-techniques
<https://www.bizjournals.com/bizjournals/how-to/growth-strategies/2017/08/4ways-to-de-escalate-conflict-with-better.html>
 Images for ways-to-de-escalate-conflict
<https://k12engagement.unl.edu/conflict-de-escalation>
 Images for conflict-de-escalation
<https://www.pinterest.com/marquez2505/de-escalating-any-situation/>

<https://www.pinterest.com/hottyhat/de-escalation/>
<https://www.pinterest.com/heatherkrom3/de-escalation/>

Conflict - Episcopal Church Foundation Vital Practices

[Five Resources for Managing Conflict](#)

<https://www.ecfvp.org/blogs/1/topic/12>
<http://www.ecfvp.org/posts/conflict-and-decline/>
<https://www.ecfvp.org/blogs/2418/confronting-clergy-congregational-conflict>
<https://www.ecfvp.org/vestry-papers/article/797/conflict-and-change>
<https://www.ecfvp.org/vestry-papers/article/547/overcome-being-conflict-averse>
<https://www.ecfvp.org/vestry-papers/article/259/richard-hooker-on-conflict>
<https://www.ecfvp.org/vestry-papers/article/545/conflict-is-everyone-being-heard>
<https://www.ecfvp.org/vestry-papers/article/182/lets-paint-the-doors-red> Conflict Management
<https://www.ecfvp.org/vestry-papers/article/544/treat-the-disease-not-the-symptom>
https://www.episcopalchurch.org/uploads/pages/files/Bibliography_-_041513.pdf

Conflict Escalation: A Five Phase Model - Mediate.com

At some point along the way, the parties may seek mediation. The difficulty of an escalated case is that the parties must be walked back through the stages of escalation. If a mediator is not aware of the escalation cycle and assumes that the parties are at Stage One, the mediation is doomed to failure. Furthermore, working back through the escalation stages takes time and infinite patience. The parties may backslide and regress. Oftentimes, the parties resist the mediator's efforts to move them into more mature levels of escalation. This behavior is very similar to parents working with children who have temporarily regressed. Sometimes, one party will move to an earlier stage of escalation faster than the other, creating more complexity. Thus, the mediator's function is to act as a guide for the parties, assisting them in finding their way to the common ground of Stage One. Only when the parties have reached Stage One will they be ready to find a common ground for resolving the conflict.

<http://www.mediate.com/articles/noll2.cfm>

[Images for Conflict Escalation: A Five Phase Model - Mediate.com](#)

Conflict Escalation Stages - Breakthrough Consultancy

The brief stage outlines below are based on the work of Friedrich Glasl whose conflict escalation model has been summarized by Thomas Jordan including the overview table below and is available on his excellent website under other resources.

<http://www.breakthrough.ie/articleissues/escalationstagesvol3no1.htm>

[Images for Conflict Escalation Stages - Breakthrough Consultancy](#)

www.cleconsulting.com.au/sites/default/files/editor_files/glasl.pdf [PDF]glasl's nine-stage model of conflict escalation - CLE Consulting
<http://www.perspectus.se/tjordan/Escalationmodel.html> glasl's nine-stage model of conflict escalation - perspectus.se

[Images for glasl's nine-stage model of conflict escalation](#)

<https://www.shutterstock.com/search/friedrich+glasl%27s+model+of+conflict+escalation>

https://www.researchgate.net/publication/265452970_Glasl's_Nine-Stage_Model_Of_Conflict_Escalation

<https://www.amazon.com/Escape-Calm-Angry-Person-Seconds/dp/1582706557>

<http://internationalstudies.oxfordre.com/view/10.1093/acrefore/9780190846626.001.0001/acrefore-9780190846626-e-82> Conflict Escalation - Oxford Research Encyclopedia of International Studies

<http://flixabout.com/nine-stage-model-conflict-escalation>

<https://www.youtube.com/watch?v=OBjOwPBxYgA> NINE STAGE MODEL OF CONFLICT ESCALATION - YouTube

<https://www.youtube.com/watch?v=Z02lWyx5xss> GLASL'S Model of conflict Escalation – YouTube

[Images for GLASL'S Model of conflict Escalation – YouTube](#)

https://de.wikipedia.org/wiki/Friedrich_Glasl

<https://www.hawthornpress.com/authors/friedrich-glasl/>

<https://www.amazon.com/Friedrich-Glasl/e/B004570L44>

Conflict in Congregations: Pentecost or Purgatory

Join this conversation that uncovers the positive and negative sides of conflict in the congregation. Causes and levels of conflict, instinctive responses to conflict, and healthy behaviors and outcome of conflict will be included in this presentation. Practical suggestions for council and committee leaders on how to deal with complaints, anxiety and anonymous letters will be shared.

[PDF] ALL INFO 2016.xlsx - Northwest Synod of Wisconsin

http://www.nwswi.org/webfiles/fnitools/documents/all_info_2016.pdf

[Images for Conflict in Congregations: Pentecost or Purgatory](#)

[Images for negative sides of conflict in the congregation](#)

Conflict Management

- Classical Levels of Conflict
- Management Methods at Each Conflict Level
- Polarities
- Theology of Conflict

Christopher Hagen Consulting - Home

<http://www.christopherhagenconsulting.com/>


[Images for Christopher Hagen Consulting - Management Methods at Each Conflict Level](http://www.christopherhagenconsulting.com/leadership.html)

[http://www.christopherhagenconsulting.com/leadership.html](http://www.christopherhagenconsulting.com/resources.html)

<https://www.christopherhagenconsulting.com/resources.html>

http://digitalcommons.luthersem.edu/cgi/viewcontent.cgi?article=1000&context=dmin_theses [PDF] Missional Interim Ministry Processes a Case Study - Digital Commons

Conflict Management - CIOS

Welcome to the  Conflict Management Web site! This site has been developed to provide an introduction to the study of conflict management, based on research in this field. You'll find material here to help you understand:

- [Why the study of conflict is important](#)
- [Key elements of conflict](#)
- [The nature of conflict](#)
- [Variables in the study of conflict](#)
- [Skills for conflict managers](#)

The site also includes a [self test](#) so you can check your understanding and a list of the [sources](#) that were used in compiling the information presented here if you should decide to read further.

<http://www.cios.org/encyclopedia/conflict/index.htm>

[Images for Conflict Management - CIOS](#)

Conflict Management in Congregations (Harvesting the Learnings Series) by David B. Lott (Editor)

Since its inception, the Alban Institute has earned a reputation as a leader in addressing congregational conflict management issues through its research, consulting services, educational events, and particularly its publications. Drawing on this rich heritage, the first title in our new *Harvesting the Learnings* anthology series gathers 20 classic Alban works on congregational conflict into a single, indispensable volume.

Conflict Management in Congregations harvests the collected wisdom of many of the key thinkers on this topic, including such past and present Alban consultants as Speed Leas, George Parsons, Margaret Bruehl, Gil Rendle, Alice Mann, and Roy Pneumann. Much of the material found here has long been unavailable but is still much in demand, including seminal research reports and timeless articles from Action Information and Congregations.

Divided into three sections that explore the dynamics of conflict, conflict management techniques, and dealing with conflict in specific contexts, this book serves as a comprehensive primer that no pastor or congregational leader will want to be without.

<http://www.amazon.com/Conflict-Management-Congregations-Harvesting-Learnings/dp/1566992435>

<http://astore.amazon.com/interimini06-20/detail/1566992435>

<https://www.goodreads.com/book/show/16031657-conflict-management-in-congregations>

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<https://books.google.com/books?isbn=1566994926>

<http://fortresspress.com/author/david-b-lott>

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[Images for David B. Lott \(Editor\) conflict management](#)

[Images for Conflict Management in Congregations \(Harvesting the Learnings Series\) by David B. Lott \(Editor\)](#)

<https://rowman.com/Action/SERIES/RL/RL3HTL>

[Images for \(Harvesting the Learnings Series\)](#)

Conflict Management: Style and Strategy

It's important to remember that there are many strategies we can use in conflict situations, but each of us tends to habitually use some strategies more often than others. To most effectively resolve a conflict, we should use the strategy that is most appropriate for that particular conflict situation. However, that strategy might not be the strategy that we habitually use.

<http://www.wright.edu/~scott.williams/LeaderLetter/conflict.htm>

[Images for Conflict Management: Style and Strategy](#)

[PDF] Conflict Management - Unitarian Universalist

Congregational Life Dynamics and Conflict Management: An Application of Family Systems Theory

https://www.uua.org/sites/live-new.uua.org/files/documents/congservices/dynamics_conflict.pdf

[Images for Conflict Management - Unitarian Universalist](#)

<https://www.uua.org/topics/conflict-management-congregations>

[Images for Congregational Life Dynamics and Conflict Management: An Application of Family Systems Theory](#)

Conflict management - Wikipedia

Conflict management is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in an organizational setting.

https://en.wikipedia.org/wiki/Conflict_management

[Images for conflict management](#)

https://en.wikipedia.org/wiki/Conflict_management_style

[Images for Conflict Management Style](#)

Conflict Management - YouTube

A lecture on how to resolve conflicts in a group

<https://www.youtube.com/watch?v=e632M8qEdyw>

Images for Conflict Management - YouTube

<https://www.youtube.com/watch?v=pba2Qb3vc74> Conflict Management - YouTube

<https://www.youtube.com/watch?v=iRg-HbqqBxI> Conflict Management: Conflict in the workplace – YouTube

<https://www.youtube.com/watch?v=mwmltyN4P4> 3 Tips for Conflict Management – YouTube

Conflict Ministry in the Church [Larry L. McSwain]

This guide helps you analyze the conflicts, disagreements, and tensions which arise in all churches. A better understanding of how conflict works and what can be done about it will assist you to minister more effectively in your church.



<http://www.amazon.com/Conflict-Ministry-Church-Larry-McSwain/dp/0805425403>

<http://www.abebooks.com/products/isbn/9780805425406>

<https://www.adventistbookcentre.net/product-p/1100000011835.htm>

<https://www.amazon.com/Larry-L.-McSwain/e/B001JS3AF4>

<https://theology.mercer.edu/faculty-staff/mcswain/>

<http://www.chalicepress.com/Author.aspx?AuthorID=1350>

Images for Larry L. McSwain, author

Images for Conflict Ministry in the Church [Larry L. McSwain]

Conflict Quotes - BrainyQuote

<https://www.brainyquote.com/topics/conflict>

Images for conflict quotes

<https://www.goodreads.com/quotes/tag/conflict>

www.wiseoldsayings.com/conflict-quotes/

<https://www.inc.com/john-brandon/37-more-quotes-on-handling-workplace-conflict.html>

Images for handling workplace conflict

<http://www.causely.com/blog/quotes-on-resolving-conflict-at-work>

Images for resolving conflict at work

<https://lenski.com/conflict-resolution-quotations/>

Images for conflict resolution

<http://johnford.blogs.com/quotes/> "Conflict Quotes" - Conflict Management Resources

<http://www.aeriagloris.com/YesToRiches/Top7ConflictQuotes.htm>

<http://www.famousquotes123.com/conflict-quotes.html>

<http://en.proverbia.net/citastema.asp?tematica=232> Conflict Quotes - Quotations and Famous Quotes on Conflict - Proverbia

<https://www.successories.com/iquote/category/675/conflict-quotes/1>

<http://www.doonething.org/quotes/conflict-quotes.htm>

<https://www.azquotes.com/quotes/topics/conflict-resolution.html>

<https://www.slideshare.net/onlinedisc/quotes-about-conflict>

<http://thinkexist.com/quotations/conflict/>

<http://thebicesterschool.org.uk/wp-content/uploads/2017/02/Power-and-Conflict-Key-Quotations.pdf>

[PDF] Conflict Resolution Form - West University United Methodist Church

Recognizing that conflicts, misunderstandings and disappointments arise even between faithful believers, West University United Methodist Church has adopted a policy to help resolve these issues in love. This multi-step strategy is firmly rooted in the guidance that Jesus provided his early disciples. It is our accepted approach to resolving conflicts between members, clergy, lay personnel or any combination of these, and can be found in its entirety at: Resolving Conflicts at West U Church.

http://www.westumethodist.org/download_file/view/341/

Images for Conflict Resolution Form

[PDF] Conflict Resolution Skills

Managing and Resolving Conflict in a Positive Way

www.edcc.edu/counseling/documents/Conflict.pdf

Images for conflict resolution skills

<https://www.pinterest.com/CounselorChels/conflict-resolution/>

<https://www.pinterest.com/kpfriend/conflict-resolution/>

<https://www.shutterstock.com/search/conflict+resolution>

<https://www.istockphoto.com/photos/conflict-resolution>

<https://www.skillsyouneed.com/ips/conflict-resolution.html>

<https://www.helpguide.org/articles/relationships-communication/conflict-resolution-skills.htm>

<https://www.coursera.org/learn/conflict-resolution-skills>
<https://www.verywellmind.com/conflict-resolution-skills-for-healthy-relationships-3144953>
 Images for conflict resolution skills healthy relationships
<https://elearningindustry.com/6-tips-improve-conflict-resolution-skills-online-training>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2793934/> Put Conflict Resolution Skills to Work - NCBI - NIH
<https://careeradvancementblog.com/conflict-resolution-skills>
<https://www.thebalancecareers.com/conflict-resolutions-skills-2063739>
<https://ctb.ku.edu/en/table-of-contents/implement/provide-information-enhance-skills/conflict-resolution/main>
<https://study.com/academy/lesson/what-is-conflict-resolution-in-the-workplace-skills-techniques-methods.html>
 Images for conflict resolution in the workplace
<https://www.slideshare.net/CharteredAccountants/12-conflict-resolution-skills>
<https://www.business.qld.gov.au/running-business/employing/conflict/conflict-resolution-skills>

Conflict resolution - Wikipedia

Conflict management refers to the long-term management of intractable conflicts. It is the label for the variety of ways by which people handle grievances—standing up for what they consider to be right and against what they consider to be wrong. Those ways include such diverse phenomena as gossip, ridicule, lynching, terrorism, warfare, feuding, genocide, law, mediation, and avoidance. ^[*citation needed*] Which forms of conflict management will be used in any given situation can be somewhat predicted and explained by the social structure—or social geometry—of the case.

Conflict management is often considered to be distinct from conflict resolution. In order for actual conflict to occur, there should be an expression of exclusive patterns, and tell why the conflict was expressed the way it was. Conflict is not just about simple inaptness but is often connected to a previous issue. The latter refers to resolving the dispute to the approval of one or both parties, whereas the former concerns an ongoing process that may never have a resolution. Neither is it considered the same as conflict transformation, which seeks to reframe the positions of the conflict parties.

http://en.wikipedia.org/wiki/Conflict_resolution

[Images for Conflict Resolution](#)

Conflict Resolution - YouTube

Learn how to resolve your conflict now. Visit our site for three free interactive video lessons. This video shows how the Conflict Resolution Model works. Conflict, and the resentment it breeds, massively undermines relationship at all levels.

Conflict Resolution - <http://www.resolutionofconflict.com.au/>

<https://www.youtube.com/watch?v=KY5TWVz5ZDU>

[Images for Conflict Resolution - YouTube](#)

<https://www.youtube.com/watch?v=qLjUq5pJdQs> Matthew 18 Conflict Resolution Animation from icorvi.org - YouTube

<https://www.youtube.com/watch?v=GVdWCN1y4wM> Changing Brains: Conflict Resolution, Cooperation, and Well-Being - YouTube

[Images for Conflict Resolution, Cooperation, and Well-Being](#)

<https://www.youtube.com/watch?v=A8MYLxCNLHE> Conflict Resolution - YouTube

<https://www.youtube.com/watch?v=EABFiICZJy8> CONFLICT RESOLUTION - YouTube

https://www.youtube.com/watch?v=_ZpDnXYIFjo Conflict Resolution - The Waterboy - YouTube

<https://www.youtube.com/watch?v=S2h7PBekTtA> Peace and Conflict Resolution - YouTube

[Images for Peace and Conflict Resolution](#)

<https://www.youtube.com/watch?v=Fx93fhoHPgM> Conflict Resolution in a relationship - YouTube

[Images for Conflict Resolution in a relationship](#)

<https://www.youtube.com/watch?v=9lr-YWVluBk> Wakeen, Terry: Cultural Differences in Conflict Resolution – Mediate.com - YouTube

[Images for Cultural Differences in Conflict Resolution](#)

Conflict Style Assessment - ChurchSmart Resources

The Bible tells us that we are to respond to conflict using the truth with love. Unfortunately, we all tend to over-emphasize one aspect of this equation. Passive and evasive people tend to emphasize love at the expense of truth. Aggressive and defensive people tend to speak the truth at the expense of love. All four responses are wrong! This assessment will help you determine what your conflict style is and how you respond to conflict. Not only will this help you understand yourself better, it is a valuable tool to learning why others respond the way they do. Once we understand ourselves, we can then ask God to help us 'fill in the blanks,' so that we can respond in a more godly manner.

<https://www.churchsmart.com/ProductDetails.asp?ProductCode=CSA>

[Images for Conflict Style Assessment - ChurchSmart Resources](#)

Conflict Styles – Part of Your Story of Conflict

Part of the FTM Concepts Series Rev. John Keydel

Among the many changes in the new Fundamentals of Transitional Ministry: The Work of the Congregation (FTMC) curriculum, is the addition of a full morning on the ever popular topic of Conflict. A number of new and improved tools have been incorporated into the Conflict Module, and while these will be briefly reviewed, this workshop will focus our attention and interaction on one element in particular, the Kraybill Conflict Response Inventory (KCSI). We will begin with a brief overview of the FTMC unit on Conflict and will then review the several reasons for the selection of the KCSI. The majority of the workshop time will be devoted to the experience of completing, scoring, and then actually using, participants' own responses and information in the KCSI reflection portion of the FTMC unit on Conflict.

[PDF] 2014 IMN Conference program.pub

<http://imnedu.org/wp-content/uploads/2014/10/2014-IMN-Conference-program.pdf> Page 5

Images for Conflict Styles – Part of Your Story of Conflict - Rev. John Keydel

https://en.wikipedia.org/wiki/Kraybill_Conflict_Style_Inventory

Images for Rev. John Keydel

[PDF] Congregational Conflict - Faith Communities Today

Is your congregation going through a period of conflict that you aren't sure how to handle? Or are you interested in preparing to better handle future conflicts? This publication offers research, tips and resources to help clergy, seminarians, and congregational leaders deal constructively with this inevitable part of congregational life.

<https://faithcommunitiestoday.org/wp-content/uploads/2019/01/Insights-Into-Congregational-Conflict.pdf>

Images for Congregational Conflict - Faith Communities Today

<http://faithcommunitiestoday.org/congregational-conflict/>

<https://faithcommunitiestoday.org/publications/>

Congregations in Conflict: Cultural Models of Local Religious Life [Penny Edgell Becker]

Congregations in Conflict uses the suburbs of Chicago to examine the nature of American congregations as institutions, looking in particular at how they deal with conflict within their ranks, to gain insight into religious culture. In detailed and well documented case studies of conflict in twenty-three congregations including Protestant parishes, Catholic parishes, and Jewish synagogues, Becker examines such factors as organizational processes, the extent and types of ties among church members, their shared understandings about mission and identity, and their level of public commitment. At the local level, Becker finds vital "public religion": congregations that provide caring and support for members, service to the local community, and important arenas for moral debate and public activism.



<http://www.amazon.com/Congregations-Conflict-Cultural-Models-Religious/dp/0521594626>

<http://assets.cambridge.org/97805215/94448/sample/9780521594448ws.pdf>

<https://books.google.com/books?isbn=0521594626>

https://books.google.com/books/about/Congregations_in_Conflict.html?id=IXM0oBoWU7YC&hl=en

<http://www.lifeandleadership.com/book-summaries/beckers-congregations-in-conflict.html>

<http://www.cambridge.org/us/academic/subjects/sociology/sociology-religion/congregations-conflict-cultural-models-local-religious-life>

<http://www.bookstore.life/books/congregations-in-conflict-cultural-models-of-local-religious-life/b001fb52j2>

<https://faithcommunitiestoday.org/sites/default/files/InsightsIntoCongregationalConflict.pdf>

<http://digitalcommons.pepperdine.edu/cgi/viewcontent.cgi?article=1583&context=leaven>

<https://cla.umn.edu/about/directory/profile/edgell>

<http://pennyedgell.com/page-cv/>

<http://pennyedgell.com/>

<https://www.amazon.com/Penny-Edgell-Becker/e/B001IXPRIS>

Images for Penny Edgell Becker, author

Images for Congregations in Conflict: Cultural Models of Local Religious Life [Penny Edgell Becker]

Dealing with Conflict and Confrontation: How to Keep Your Cool, Stand Your Ground and Reach a Positive Resolution [Helga A. Rhode]

How to keep your cool, stand your ground, and reach a positive solution

Conflicts are inevitable. Anger, grudges, hurt, and blame are not. In fact, most of your conflicts can be resolved fairly easily, and you can do it in a way that actually benefits everyone involved. This insight-packed program will show you how.

You'll learn psychologically sound techniques proven to work on a variety of conflicts ... even in situations charged with potentially destructive behavior such as temper tantrums, tensions, anxiety, fear, one-upmanship, and flat-out lying.

Program Highlights: The 2 primary reasons conflicts occur (and how to see them coming); Why people become enemies, and how to break the cycles that lead us to hostilities; When conflict is good: 5 ways conflict can actually benefit you and your organization; How to confront people in a way that minimizes defensiveness and hostility; Best ways to deal with dirty tactics such as backstabbing, lying, and sabotage; The 5 classic conflict-resolution strategies, and the pros and cons of each.

<http://www.amazon.com/Dealing-Conflict-Confrontation-Positive-Resolution/dp/1559774878>

<https://www.pryor.com/training-products/dealing-with-conflict-confrontation/>

<http://www.alibris.com/search/books/author/Helga-Rhode>

Images for Dealing with Conflict and Confrontation: How to Keep Your Cool, Stand Your Ground and Reach a Positive Resolution [Helga A. Rhode]

Dealing with Conflict in the Smaller Church. By Glenn C. Daman.

Since conflict is a reality pastors face in small-church ministry, they need to understand the dynamics of conflict within the small church and develop godly methods for resolving it. While conflict can affect a church of any size, when it arises in a small church it can devastate the spiritual well-being of the congregation and undermine its ministry for years to come.

When Sheep Squabble - Enrichment Journal - AG.org

http://enrichmentjournal.ag.org/200502/200502_086_squabble.cfm
<http://anglicansablaze.blogspot.com/2012/08/enrichment-journal-when-sheep-squabble.html>
<http://www.smallchurchleaders.org/information/glenn-daman.html>
https://www.amazon.com/s?rh=n%3A283155%2Cp_27%3AGlenn+C.+Daman
http://www.goodreads.com/author/show/600117.Glenn_C_Daman
[Images for glenn c. daman](#)
[Images for Dealing with Conflict in the Smaller Church. By Glenn C. Daman.](#)

Defusing the Conflict Time-Bombs - Effective Church

Defusing potential conflict is one of the absolute musts of the church, and leader... you're the one it falls to. Either deal with it or find another vocation. Really. It's that critical.

<http://effectivechurch.com/defusing-the-conflict-time-bombs/>
[Images for Defusing the Conflict Time-Bombs](#)

Direction: The Pastor's Role in Managing Church Conflict

SUGGESTIONS FOR CONFLICT CARE

Pastors who are able to move from general ministry to specialization in conflict care, must begin by teaching their people a new way of behaving and communicating.

<http://www.directionjournal.org/19/2/pastors-role-in-managing-church-conflict.html>
[Images for Pastor's Role in Managing Church Conflict](#)

Do You Make these 7 Leadership Mistakes When Dealing with Conflict?

Here are the seven leadership mistakes Victor identified and worked at correcting:

<http://perspectivesig.blogspot.com/2014/04/do-you-make-these-7-leadership-mistakes.html>
[Images for Exploring the application of Bowen Systems Theory to the practice of congregational and organizational leadership.](#)

Eight Changes in the Church with Potential High Conflict – ThomRainer.com

As I have consulted and conversed with church leaders and members for over a quarter of a century, I can say that there are typically eight changes that will engender the most resistance of conflict.

<http://thomrainer.com/2014/12/eight-changes-church-potential-high-conflict/>
[Images for Eight Changes in the Church with Potential High Conflict – ThomRainer.com](#)
<http://thomrainer.com/2014/02/10-reasons-for-church-conflict-rainer-on-leadership-044/>
<http://thomrainer.com/2016/07/staff-conflict-rainer-leadership-244/>
<http://thomrainer.com/2015/11/twenty-five-silly-things-church-members-fight-over/>
<http://thomrainer.com/2014/07/five-frequent-issues-conflict-among-church-members/>
<http://www.lifeway.com/Article/common-mistakes-pastors-make-with-conflict>
<http://churchanswers.com/subscribe-today/> Five Keys to Avoiding Conflict with Church Members | Church Answers
[Images for Five Keys to Avoiding Conflict with Church Members | Church Answers](#)
<http://www.thegospelcoalition.org/blogs/trevinwax/2013/04/25/i-am-a-church-member-a-conversation-with-thom-rainer/>
<http://www.churchleaders.com/pastors/pastor-articles/175645-thom-rainer-symptoms-of-a-dysfunctional-church.html> #3
<http://www.detroitpresbytery.org/Parish%20Paper/2016%2004--How%20to%20Deal%20with%20Church%20Conflict.pdf>
<http://www.christianpost.com/news/when-church-staff-turn-against-each-other-138258/> #6
<http://saysf.org/top-ten-areas-of-church-conflict> <https://www.youtube.com/watch?v=Gy6WwjBPInY>
<http://chucklawless.com/2015/09/10-questions-to-ask-when-dealing-with-conflict/>
<http://www.churchleaders.com/pastors/pastor-how-to/176672-thom-rainer-you-want-a-long-tenure-as-pastor-thom-rainer-has-10-traits-you-can-t-ignore.html>
<https://www.lifeway.com/pastors/2016/08/16/the-most-common-factor-in-declining-churches/> #7
[Images for thom rainer \(author\)](#)

Embracing Conflict – Alban at Duke Divinity School

It is our everyday and timely responses to differences and conflict that deserve our utmost religious attention and imagination. Rather than shirk the “response-ability” of conflict in our religious communities, we can find ways to engage it as a task that connects us with our spirituality, our community, and our culture.

Alban at Duke Divinity School » Embracing Conflict

<https://alban.org/archive/embracing-conflict/>
[Images for Embracing Conflict – Alban](#)
<https://alban.org/category/conflict/>
<https://alban.org/archive/unconventional-wisdom-is-conflict-a-bad-thing/>
[Images for Is Conflict a Bad Thing?](#)
<https://alban.org/archive/is-conflict-a-good-thing/>
[Images for Is Conflict a Good Thing?](#)
<https://alban.org/archive/finding-the-optimal-level-of-conflict/>
<http://www.amazon.com/Promise-Peril-Understanding-Managing-Congregations/dp/1566993822>
[Images for Promise-Peril-Understanding-Managing-Congregations](#)
<https://albanroundtable.wordpress.com/2011/01/03/resources-and-comments-in-response-to-finding-the-optimal-level-of-conflict/>

<http://network.crcna.org/church-admin-finance/finding-optimal-level-conflict>
<http://www.newcastle.anglican.org/userfiles/file/Newcastle%20Website/Mission%20and%20Ministry/Local%20Ministry%20and%20Readers%20Training/Alban%20Weekly%2023%20Feb09.pdf> Issue: 239 February 23, 2009 FINDING THE OPTIMAL LEVEL OF

CONFLICT

Images for Optimal Level of Conflict

<https://alban.org/archive/is-conflict-a-good-thing/>

<https://albanroundtable.wordpress.com/2012/05/28/resources-and-comments-in-response-to-is-conflict-a-good-thing/>

Images for courage to face conflict squarely

<https://alban.org/archive/the-need-for-stress-and-conflict/>

<https://albanroundtable.wordpress.com/2010/01/25/resources-in-response-to-the-need-for-stress-and-conflict/>

<https://albanroundtable.wordpress.com/tag/conflict/>

<http://www.amazon.com/Heart-Mind-Strength-Congregational-Leadership/dp/1566993806>

<https://alban.org/archive/spiritual-dissonance-when-conflict-between-clergy-and-congregation-is-about-vocation/>

Images for spiritual dissonance when conflict between clergy and congregation is about vocation

<https://alban.org/archive/leading-into-the-promised-land-lessons-learned-from-resilient-congregations/>

Images for conflict/trauma in churches

<https://alban.org/archive/myth-busting-emotional-intelligence-conflict-competence-and-the-clergy/>

Images for Myth-Busting: Emotional Intelligence, Conflict Competence, and the Clergy

<http://godsfaithpath.com/learn-your-conflict-style>

<https://alban.org/archive/respectfully-disagreeing-how-dialogue-works-to-transform-conflict/>

Images for Dialogue Works to Transform Conflict

Firestorm: Preventing and Overcoming Church Conflicts by Ron Susek (Author), D. James Kennedy (Foreword)

Conflicts in the church usually progress in six phases. Do you know what they are? Pastor Susek helps you identify each one and provides experienced counsel on how to handle them. He also offers guidance for restoring faith and hope in the aftermath of controversy. Includes a detailed conflict-resolution plan and addresses for pastoral support groups.

Practical suggestions on how to avoid and overcome the destructive interpersonal conflicts many churches have experienced with leaders, members, and pastors. Shows how to avoid and overcome destructive interpersonal conflicts which many churches have experienced with members, officers, and pastors.

According to one survey, as many as one third of all congregations have suffered conflicts severe enough to result in the firing or forced resignation of one or more of their pastors. Ron Susek, who has firsthand experience of the lasting effects of church controversy and has ministered to churches in turmoil, offers a detailed portrait of how events can often spiral out of control not unlike the flames of a wildfire. Firestorm describes the six successive phases through which conflicts generally pass. In each phase, Susek identifies the tensions that tend to develop, explains how they are compounded if left unresolved, and offers practical, spiritual guidance for pastors and congregational leaders. The book also explains the spiritual, social, and psychological causes of conflict; the most appropriate means for dealing with controversy in its various stages; and what can be done in the firestorm's aftermath to restore faith and hope. A detailed plan of action is included.

<http://www.amazon.com/Firestorm-Preventing-Overcoming-Church-Conflicts/dp/0801090911>

<https://www.goodreads.com/book/show/1814667.Firestorm>

<https://www.barnesandnoble.com/w/firestorm-ron-susek/1122993625>

<http://www.paperbackswap.com/Ron-Susek/author/>

<http://www.lifeway.com/Product/firestorm-preventing-and-overcoming-church-conflicts-P001124147>

<http://www.barnabasministry.com/review-firestorm-susek.html>

<http://www.scripturetruth.com/shop/item.aspx/Firestorm---Preventing-and-Overcoming-Church-Conflicts-Ron-Susek-9780801090912/>

[PDF] [Conflict as a Crucible for Spiritual Formation in Congregational Leaders - John B. MacDonald](#)

<http://www.lifeandleadership.com/book-summaries/susek-firestorm.html>

<http://www.christianitytoday.com/news/2007/september/136-42.0.html>

<http://www.crpc.org/history>

<http://www.seamministries.org/ronsusek>

<https://www.amazon.com/Ron-Susek/e/B001KJ2IWS>

http://www.goodreads.com/author/show/829352.Ron_Susek

Images for Ron Susek (Author)

<https://www.djameskennedy.org/about>

https://en.wikipedia.org/wiki/D._James_Kennedy

https://www.amazon.com/s/ref=dp_byline_sr_book_2?ie=UTF8&text=D.+James+Kennedy

Images for D. James Kennedy, author

Images for Firestorm: Preventing and Overcoming Church Conflicts by Ron Susek (Author), D. James Kennedy (Foreword)

Five signs you don't take a church conflict seriously enough – Margaret Marcuson

It's possible to take church conflict too seriously – or not seriously enough. In some church conflicts, it is vital for the pastor and other key leaders to take a stand and say, in essence, "You can't act like that here." All too often, church leaders avoid this.

Here are five warning signs you might not be taking a church conflict seriously enough.

<http://margaretmarcuson.com/five-signs-dont-take-church-conflict-seriously-enough/#.VYS9HPIVhBc>

Images for Five signs you don't take a church conflict seriously enough – Margaret Marcuson

<http://margaretmarcuson.com/seven-warning-signs-take-church-conflict-seriously/#.VYS72 IVhBc>

<http://margaretmarcuson.com/celebrate-church-conflict/>

http://day1.org/5975-is_your_church_in_conflict
<http://www.churchcentral.com/blogs/are-you-under-attack/>
Images for margaret marcuson (author)

Four Tips for Managing Conflict - YouTube

Want to learn more about the TKI? Visit the site below!

<http://www.cpp.com/TKI40th>

Conflict isn't always pleasant, but that doesn't mean that explaining it can't be! Take a look at this cartoon for a 3-minute video explaining what conflict is, where it comes from, and five tips for better conflict management through the TKI - the Thomas-Kilmann Conflict Mode Instrument. Want to learn more about the TKI? Learn how the TKI has helped people and companies manage conflict for over 40 years by heading over to the website listed above.

<https://www.youtube.com/watch?v=QJiJ95mHftE>

Images for Managing Conflict - YouTube

<http://www.kilmanndiagnostics.com/catalog/thomas-kilmann-conflict-mode-instrument>

Images for Thomas-Kilmann Conflict Mode Instrument

From Stuck to Unstuck: Overcoming Congregational Impasse [Kenneth A. Halstead]

Chapter 6. Mishandled **Conflict**

<http://www.amazon.com/From-Stuck-Unstuck-Overcoming-Congregational/dp/1566992036>

<https://rowman.com/ISBN/9781566992039/From-Stuck-to-Unstuck-Overcoming-Congregational-Impasse>

<http://www.goodreads.com/book/show/35054451-from-stuck-to-unstuck>

<https://books.google.com/books?isbn=1566995302>

Images for Kenneth A. Halstead, author unstuck

Images for From Stuck to Unstuck: Overcoming Congregational Impasse [Kenneth A. Halstead] Chapter 6. Mishandled Conflict

God's Guidance for Christians in Conflict - Mark D. Roberts - Patheos

So, today I begin a blog series that seeks God's guidance for Christians in conflict. This series will be relevant, I believe, to one-on-one relationships and to denominational disagreements. I will seek to discover and apply God's revealed wisdom to conflict among Christians. My hope is that when we experience conflict in the church, we will be prepared to deal with it in a way that honors God and strengthens Christian community.

Tomorrow I'll suggest a place where we might start when facing the problem of conflict among Christians.

<http://www.patheos.com/blogs/markdroberts/series/gods-guidance-for-christians-in-conflict/>

Images for God's Guidance for Christians in Conflict - Mark D. Roberts - Patheos

<http://www.patheos.com/blogs/markdroberts/pages/about/>

<https://www.amazon.com/Mark-D.-Roberts/e/B001JS0ZMA>

Growing through Conflict: Lessons from the Life of David [Erwin Lutzer]

Everyone struggles with problems that seem too big to handle. But conflicts are really opportunities for Christians to learn how to rely more faithfully on God.

In *Growing through Conflict*, renowned pastor and bestselling author Erwin W. Lutzer teaches how to imitate David's successes and avoid his failures. David's example deepens our faith by demonstrating how spiritual growth normally happens in hard times, doing God's will is not always peaceful, God expects us to endure struggles with patience, God uses conflict to bring us to Christian maturity.

Whether Christians face difficult relationships, unresolved grief, doubts about faith, or illicit desires, David's life will show them that despite these conflicts, believers can still remain children after God's own heart.



<http://www.amazon.com/Growing-Through-Conflict-Lessons-David/dp/0825442370>

<https://www.moodymedia.org/store/cd-series/growing-through-conflict-audio/>

https://twitter.com/ErwinLutzer?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

<https://www.tyndale.com/authors/erwin-lutzer/392>

<http://www.christianitytoday.com/edstetzer/2016/september/36-years-of-ministry-one-on-one-with-erwin-lutzer.html>

<http://www.christianitytoday.com/edstetzer/2012/august/letter-to-church-from-erwin-lutzer.html>

https://en.wikipedia.org/wiki/Erwin_Lutzer

<http://www.moodychurch.org/staff-directory/erwin-w-lutzer/>

<https://www.amazon.com/Erwin-W.-Lutzer/e/B001IR1JO0>

https://www.goodreads.com/author/list/2988862.Erwin_W_Lutzer

Images for Erwin Lutzer, author

Images for Growing through Conflict: Lessons from the Life of David [Erwin Lutzer]

Growing Through Conflict - The Center for Healthy Relationships

Many people are surprised that conflict is a major theme in the Bible. From Genesis to Revelation we find people in conflict with God, within themselves, and with each other. You may be surprised to learn that conflict is the process we go through and the price

we pay for intimacy. Intimacy is always achieved through facing our differences and negative feelings, listening, understanding, and resolving them.

<http://liferelationships.com/resources/articles/viewarticle.asp?articleid=277&categoryid=33>

[Images for Growing Through Conflict - The Center for Healthy Relationships](#)

[PDF] Handling Conflict - Sage Publications

Conflict is inevitable in groups and organizations, and it presents both a challenge and a true opportunity for every leader. In the well-known book, *Getting to Yes*, Fisher and Ury (1981) contend that handling conflict is a daily occurrence for all of us. People differ, and because they do, they need to negotiate with others about their differences (pp. xi–xii). *Getting to Yes* asserts that mutual agreement is possible in any conflict situation—if people are willing to negotiate in authentic ways.

When we think of conflict in simple terms, we think of a struggle between people, groups, organizations, cultures, or nations.

Conflict involves opposing forces, pulling in different directions. Many people believe that conflict is disruptive, causes stress, and should be avoided.

http://www.sagepub.com/upm-data/40152_Chapter9.pdf

[Images for Chapter 9 Handling Conflict - Sage Publications](#)

<https://www.amazon.com/Getting-Yes-Negotiate-Agreement-Without/dp/0743526937>

[Images for Getting-Yes-Negotiate-Agreement-Without](#)

Have a Nice Conflict: How to Find Success and Satisfaction in the Most Unlikely Places [Tim Scudder, Michael Patterson, Kent Mitchell]

How to successfully navigate and prevent conflict

From the publishers of the popular Strength Deployment Inventory, *Have a Nice Conflict* follows one man's fight to rescue his sinking career. Sales manager John Doyle would consider his career a success—he's his company's top revenue driver, and his take-charge attitude gets the job done. However, when he is passed over for promotion—again—after losing two direct reports, who cite his abrasive style as their reason for leaving, John is forced to reassess how he approaches his relationships. With the help of Mac, an expert in the art of Relationship Awareness Theory, John learns the three stages of conflict, and how he reacts in each.

<http://www.amazon.com/Have-Nice-Conflict-Satisfaction-Unlikely/dp/1118202767>

<http://www.haveaniceconflict.com/>

<http://www.haveaniceconflict.com/5-keys-to-conflict>

<http://www.lisapetrilli.com/2012/02/16/what-leaders-need-to-know-about-resentment-and-conflict/>

http://www.leadershipnow.com/leadingblog/2011/07/have_a_nice_conflict.html

<https://www.pinterest.com/mmpw5/conflict/>

<https://www.amazon.com/Tim-Scudder/e/B0060RUMTG>

[Images for Tim Scudder, author](#)

<https://www.amazon.com/Michael-Patterson/e/B006JE5AQK>

<https://www.amazon.com/Kent-Mitchell/e/B005T79INE>

[Images for Have a Nice Conflict: How to Find Success and Satisfaction in the Most Unlikely Places \[Tim Scudder, Michael Patterson, Kent Mitchell\]](#)

Here We Stand Student Book | Augsburg Fortress

How to Resolve Interpersonal **Conflict**

Page 220

<http://store.augsburgfortress.org/store/product/8604/Here-We-Stand-Student-Book>

[Images for Here We Stand Student Book | Augsburg Fortress How to Resolve Interpersonal Conflict](#)

Hope in Conflict: Discovering Wisdom in Congregational Turmoil [David R. Sawyer]

Hope in Conflict: Discovering Wisdom in Congregational Turmoil is a helpful guide that shows you how to look beyond the superficial or most obvious reasons for a particular conflict within your church, find what is hopeful in the conflict, and reframe the situation, giving the congregation the strength to change it as well. David R. Sawyer lends his own personal experiences to make *Hope in Conflict* a truly valuable leadership tool.

<http://www.amazon.com/Hope-Conflict-Discovering-Wisdom-in-Congregational-Turmoil/dp/0829817581>

<http://astore.amazon.com/interimini06-20/detail/0829817581>

https://www.goodreads.com/book/show/1478944.Hope_in_Conflict

<https://www.thepilgrimpress.com/products/hope-in-conflict-discovering-wisdom-in-congregational-turmoil-sawyer>

<http://catdir.loc.gov/catdir/toc/ecip074/2006036278.html> Table of contents for Hope in conflict : discovering wisdom in congregational turmoil / David R. Sawyer.

<http://www.lifeandleadership.com/book-summaries/sawyer-hope-in-conflict-wisdom-in-congregational-turmoil.html>

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<https://www.facebook.com/david.r.sawyer>

<https://www.linkedin.com/in/david-sawyer-572b4056>

http://www.judsonpress.com/author.cfm?author_id=160

<https://twitter.com/davidsawyer1>

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[Images for David R. Sawyer, author](#)
[Images for Hope in Conflict: Discovering Wisdom in Congregational Turmoil \[David R. Sawyer\]](#)

How to Manage Conflict in the Church: Understanding and Managing Conflict by Norman L. Shawchuck (Author)

This book gives you insights into your conflict management style, the dynamics of a conflict situation, and guidelines for managing it. Volume I.

"How to Manage Conflict In The Church: Conflict Interventions & Resources," Volume II This book is a companion volume to "How to Manage Conflict In The Church: Understanding & Managing Conflict," Volume I. It gives you step-by-step plans for actually intervening in specific conflict situations. The plans are supplemented with selected readings and exercises. It is a "tool kit" for use in conflict situations.

"How To Manage Conflict In The Church: Dysfunctional Congregations," Volume III This book leads you into an understanding of dysfunctional conflict situations and gives you an entirely new set of tools and approaches for working with dysfunctional persons, groups and conditions. Conflicts that grow out of dysfunctional relationships are different from all other types of conflict and require entirely new tools and responses.

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[Images for How to Manage Conflict in the Church: Understanding and Managing Conflict by Norman L. Shawchuck \(Author\)](#)

How to Prevent and Resolve Congregational Conflict – The Parish Paper

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[PDF] Ch. Effective Nuggets-Volume 3-How to Prevent and Resolve Congregational Conflict - The Parish Paper

<http://www.theparishpaper.com/files/resources/Church%20Effectiveness%20Nuggets-%20Volume%203.pdf>
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<http://www.hcucc.org/the-parish-paper>
<https://www.theparishpaper.com/back-issue-index> Back Issue Index | The Parish Paper

Keeping the Peace: A Church Member's Guide to Conflict Resolution by Michael S. Williams

5.0 out of 5 stars An essential reference

By [Bonnie](#) on February 12, 2016

Verified Purchase

I serve on a new ministry for my Church in conflict resolution. Though I had training in conflict resolution and mediation 20 years ago in education, I ordered this book as a refresher and update vehicle. Is an essential reference for our ministry.

<http://wipfandstock.com/keeping-the-peace-a-church-member-s-guide-to-conflict-resolution.html>

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Images for Michael S. Williams, author conflict resolution

Images for Keeping the Peace: A Church Member's Guide to Conflict Resolution by Michael S. Williams

Leadership on the Line - ShearonForSchools.com

Chapter 5: Orchestrate the **Conflict**

Leaders of adaptive change must manage the pace and process of the change to keep the stress such change generates from either destroying the organization or causing factions within it to heighten their efforts to "take out" the leader to all-out efforts.

Techniques for managing pace and process include:

http://www.shearonforschools.com/leadership_on_the_line.htm

<https://eboardsecure.dcsdk12.org/attachments/9fa8dcc2-05dd-4b73-9178-5cdf531a918.pdf>

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<https://www.oreilly.com/library/view/leadership-on-the/9781422148020/xhtml/chapter005.html>

Images for Leadership on the Line - ShearonForSchools.com Chapter 5: Orchestrate the Conflict

Chapter 10: What's on the Line?

Whether it's the role of "lawyer", or "legislator", or "stay-at-home-mom", the opportunity for leadership may require either voluntarily leaving, or (and even more scary) risking that role. They suggest that Jimmy Carter had to leave the role of president behind to start building houses for Habitat for Humanity, but that doing so positioned him to contribute by exploring ways for communities and societies to explore ways to resolve long-standing **conflicts**.

http://www.shearonforschools.com/leadership_on_the_line.htm

Images for Leadership on the Line - ShearonForSchools.com explore ways to resolve long-standing conflicts.

Leading Through Conflict: How Successful Leaders Transform Differences into Opportunities [Mark Gerzon]

As our world grows smaller, opportunities for conflict multiply. Ethnic, religious, political, and personal differences drive people apart--with potentially disastrous consequences--and it's the task of perceptive leaders to bring them together again World-renowned mediation expert Mark Gerzon argues that leaders have failed to rise to this challenge. Our organizations, schools, and governments remain filled with divisive dictators and everyday managers, instead of what he calls mediators—leaders who transform conflict so that everyone can move forward together. Through absorbing examples drawn from decades of work with organizational, political, and global conflicts of all kinds, *Leading through Conflict* provides a powerful new framework for the leader

as mediator, and outlines eight specific tools these leaders use to transform seemingly intractable differences into progress on deep-seated problems. Both practical and passionate, this book makes the tools of cross-border leaders accessible to anyone who wants to help create healthier companies, communities, and countries.

<http://www.amazon.com/Leading-Through-Conflict-Differences-Opportunities/dp/159139919X>
https://www.goodreads.com/book/show/424674.Learning_Through_Conflict
<https://www.barnesandnoble.com/w/leading-through-conflict-mark-gerzon/1111032193?type=eBook>
<https://makingchurchdecisions.com/tools-mediator-leader/>
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Images for Mark Gerzon, author leading through conflict
Images for Leading Through Conflict: How Successful Leaders Transform Differences into Opportunities [Mark Gerzon]

Leading Your Church Through Conflict and Reconciliation: 30 Strategies to Transform Your Ministry (Library of Leadership Development) (Book 1) [Marshall Shelley]

"The only pastors who don't experience regular, character-building periods of conflict," a pastor once said, "are either bullies who walk all over everyone or cowards afraid to stand up for what God wants to accomplish." Church leaders are lightning rods, attracting the highly charged complaints and grievances of church members. This first volume in the Library of Leadership Development helps pastors and lay leaders understand, prevent, and redeem conflict. Its authors who have survived and thrived in church conflict tell their stories and explain the principles that help them lead through the storms of congregational life.



<http://www.amazon.com/Leading-Church-Through-Conflict-Reconciliation/dp/1556619405>
https://www.goodreads.com/book/show/696882.Learning_Your_Church_Through_Conflict_and_Reconciliation
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http://www.goodreads.com/author/show/101091.Marshall_Shelley
Images for Marshall Shelley, author
Images for Leading Your Church Through Conflict and Reconciliation: 30 Strategies to Transform Your Ministry (Library of Leadership Development) (Book 1) [Marshall Shelley]

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Let's Talk: Communication Skills and Conflict Transformation [Barry C. Bartel]

Let's Talk is designed to start Christians thinking, talking, and living out effective skills in interpersonal communication, transforming conflict into personal growth. This book includes a personal inventory on conflict management style, discussion guides, personal reflection exercises, and role plays for active listening and appropriate speaking. A leader's guide is included at the back.

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https://www.ecfvp.org/uploads/webinars/files/Conflit_Webinar-2017.pdf
<https://sites.google.com/site/tlipolkadot999/tli-library> Bibliography
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Images for Barry C. Bartel, author conflict transformation
Images for Let's Talk: Communication Skills and Conflict Transformation [Barry C. Bartel]
<https://www.pinterest.com/endayoung/conflict-resolution/>
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Love in Action: Dealing with Conflict in Your Church [Robert Moeller]

Moeller sensitively outlines some of the most common causes of conflict within the church, identifies ways to bring healing to congregations and those pastors wounded by conflict, and sets forth a vision for reclaiming and restoring pastors who have left the pastorate after becoming disheartened by attacks on them and their ministries.

<http://www.amazon.com/Love-Action-Dealing-Conflict-Church/dp/0880706724>
https://www.goodreads.com/book/show/1833869.Love_in_Action
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Images for Robert Moeller, author dealing with conflict
Images for Love in Action: Dealing with Conflict in Your Church [Robert Moeller]

Making Peace: A Guide to Overcoming Church Conflict [Jim Van Yperen]

Conflict abounds in the church of Jesus Christ. Reconciliation within the body, however, will not happen with the right "method" or "set of principles". In *Making Peace*, readers are challenged to place their church and all of its dissension under the Lordship of Jesus Christ. *Making Peace* is a "why" book, not a "how-to" book. The lordship of Jesus Christ, not method, should be the object and subject of your search for answers. The promise of Scripture is that God will allow nothing into your life that you are not able to bear through faith in Him. Whatever conflict or crisis your church may now be facing, God will provide a way out or a way through for your good and His glory.

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Images for Jim Van Yperen, author
Images for Making Peace: A Guide to Overcoming Church Conflict [Jim Van Yperen]

Making Peace with Conflict: Practical Skills for Conflict Transformation by Carolyn Schrock-Shenk and Lawrence Ressler

Does conflict still surprise and often overwhelm you? Do you wish you had a better understanding of how to transform life's inevitable conflicts from problems to opportunities? Do you wonder what power has to do with conflict?

Here is a practical guide to understanding and transforming conflict based on biblical and Anabaptist principles. Over twenty noted authors shaped by many experiences and cultures tell of lessons taught by walking conflict's holy ground. Some insights will be familiar, some new--and some able to trigger new conflict!

Study groups will find this an excellent resource. Study questions continue the conversation begun in each of seventeen chapters and will help highlight the common ground as well as differences readers may have with authors and each other.

<https://www.amazon.com/Making-Peace-Conflict-Practical-Transformation/dp/0836191277>
<http://www.cascadiapublishinghouse.com/mpc/mpc.htm>
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Images for Lawrence Ressler author conflict transformation
Images for Making Peace with Conflict: Practical Skills for Conflict Transformation by Carolyn Schrock-Shenk and Lawrence Ressler

Managing Church Conflict Creatively (Part One)

Acts 6:1–7 reminds us that churches are never free from conflict when they are true to their mission, and you don't pastor long until you discover the need for conflict management tools.

A majority of the conflict experienced in churches is the product of changing times rather than creative leadership. Remarkable changes have occurred in the pressures that pastors bear compared to pressures they experienced when their word was seldom questioned and their authority prevailed. Pastors need not be surprised when they find their authority and plans challenged, and they are caught up in a whole storm of protest. It's happening in every institution in our society, including the church. Laypeople, frustrated by feelings of powerlessness from personal or professional change, often displace their frustrations and act them out in the church. Why there? The church is one of the few places they fear little or no recrimination. These conflicts must be managed constructively by mature church leadership.

Let's look at how the apostles handled the first major conflict in the Early Church (cf. Acts 6:1–7). The Jerusalem church was experimenting in "holding all things common." The Grecian widows, who were part of the Dispersion, lived outside Jerusalem and were saying they lived too far away to get as fair a share of the goods being divided as the Hebrew widows who lived in Jerusalem.

http://ag.org/top/church_workers/intper_gen_conflictmanag.cfm

[Images for Managing Church Conflict Creatively Acts 6:1-7](#)

Managing Church Conflict: Hugh Halverstadt

This instructive, useful book, which can be used as a model for addressing ministries, church systems, and other non-profit organizations in conflict, offers ways of constraining those who act as antagonists and ways of collaborating with opponents. In this instructive book, Hugh Halverstadt advocates a Christian vision of shalom for an ethical process of conflict management. He shows how respectfulness, assertiveness, accountability, and a focus on the larger common good should all serve as Christian behavioral standards. The book is ideal for addressing ministries, church systems, and other nonprofit organizations in conflict.

<https://www.amazon.com/Managing-Church-Conflict-Hugh-Halverstadt/dp/0664251854>

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[Images for Hugh Halverstadt, author managing church conflict](#)

[Images for Managing Church Conflict: Hugh Halverstadt](#)

Managing Conflict in Relationships - Relationship Tips

Read these 8 Managing Conflict in Relationships Tips to make your life smarter, better, faster and wiser. Each tip is approved by our Editors and created by expert writers so great we call them Gurus. LifeTips is the place to go when you need to know about Relationship tips and hundreds of other topics.

<http://relationship.lifetips.com/cat/64813/managing-conflict-in-relationships/index.html>

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[Conflict Education](#)

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[Communication Competence, Leaders](#)

[Congregational Trauma, Minister Misconduct](#)

[Criticism, Difficult People, Difficult Conversations](#)

[Leadership, Preaching, Worship During Conflict](#)

<http://www.lifeandleadership.com/ministry-resource-guide-index/>

[Images for Ministry Resource Guides Index - LifeandLeadership.com Conflict](#)

Moving Beyond Church Growth: An Alternative Vision for Congregations (Prisms) [Mark A. Olson]

Chapter 8. Congregational **Conflict**: Sacred Violence

<http://www.amazon.com/Moving-Beyond-Church-Growth-Prisms/dp/0806643463>

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<https://books.google.com/books?isbn=1451413661>

http://wordandworld.luthersem.edu/issues.aspx?article_id=3359 Review

Navigating the seas of congregational life | The Lutheran

Positive use of church conflict creates space for growth

As the crew of the good ship Our Congregation plots the course of ministry together, they have high hopes for smooth sailing. The ship sails out of the docks and begins its journey of worshiping, witnessing and learning together. The seas are calm, and spirits are high.

Then someone suggests a small change. What about introducing a new worship book? Or, even more dramatic, a contemporary worship service to draw in a younger crowd? Suddenly the seas begin to churn. The boat starts to rock.

Other ideas surface, such as major renovations to a sanctuary that has never been changed in its 150-year history. Someone else suggests moving the altar so the pastor can face the congregation while presiding over communion. The waves swell and begin to crash on the deck.

http://www.thelutheran.org/article/article.cfm?article_id=3963

[Images for Navigating the seas of congregational life | The Lutheran](#)

[Images for Positive use of church conflict creates space for growth](#)

<https://www.livinglutheran.org/contact-us/>

<https://www.livinglutheran.org/issues/>

Orchestrate Conflict: Leading Adaptive Change by Surfacing and Managing Conflict: AUTHORS Ronald Heifetz, Alexander Grashow, Marty Linsky.

Everyone has a different capacity for tolerating conflict. Some people are comfortable working through conflict, while most avoid it entirely. But surfacing the relevant conflicts is essential if you want to generate progress on adaptive issues. To do this well requires an approach to conflict that teases out the unacknowledged differences in perspectives on the issues that may be preventing the organization from reaching its goals. It requires acknowledging the many competing visions, values, and views that may be present in the organization even if they are not articulated. Orchestrating conflict isn't easy, but this chapter provides seven steps to follow, along with practices that will help you surmount the difficulties of orchestrating conflict and boost your chances of success. This chapter was originally published as chapter 11 of *The Practice of Adaptive Leadership: Tools and Tactics for Changing Your Organization and the World*.

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Page 10

Pastors in Transition: Why Clergy Leave Local Church Ministry (Pulpit and Pew) [Dean R. Hoge, Jacqueline E. Wenger]

1. Pastors Who Had **Conflict** in the Congregation

Page 76

Whether they leave out of preference for another ministry or due to serious **conflict**, pastors who relinquish parish ministry face misunderstanding and even hostility. *Pastors in Transition* brings clarity to this little-examined aspect of the pastorate by examining the main reasons why pastors in five Protestant denominations have left parish ministry.

The fruit of careful sociological research, *Pastors in Transition* presents the findings of the largest-ever study of recently ended ministries. More than 900 ex-ministers, representing the Assemblies of God, the Evangelical Lutheran Church in America, the Lutheran Church-Missouri Synod, the Presbyterian Church (USA), and the United Methodist Church, were surveyed or interviewed. Besides gathering facts and figures, the book contains personal stories, forthright opinions, and concrete recommendations from former pastors for strengthening parish ministry in the future.

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Images for Jacqueline E. Wenger, author pastors in transition

Images for Pastors in Transition: Why Clergy Leave Local Church Ministry (Pulpit and Pew) [Dean R. Hoge, Jacqueline E. Wenger] 1.

[Pastors Who Had Conflict in the Congregation](#)

[Images for pulpit and pew books](#)

Preaching During the Interim | Preaching.com

The Major Tasks of the Interim Pastor

1. Resolving Resurfaced Conflicts

Some churches may be in serious conflict when a minister leaves. Gripe says:

"Persons who understand conflict management, and are skilled in handling it, can often make the difference between a relatively short period of conflict resolution and growth oriented change and a long, sometimes painful avoiding of issues ..."12 Even in the best of situations, there are always unresolved conflicts revolving around church policies, personnel or buildings, that can erupt in a new pastorate. Like all human beings, congregations tend to deny problems and sweep them under the church carpet or project their problems on a scapegoat -- often the departing pastor. Some church members naively believe that when a pastor is gone, all problems vanish with him. The Interim Pastor needs to help congregations confront unresolved conflicts, and work with them in moving toward resolution and reconciliation.

<http://www.preaching.com/resources/articles/11563501/page-4/>

Images for Preaching During the Interim | Preaching.com The Major Tasks of the Interim Pastor 1. Resolving Resurfaced Conflicts

Preaching Through a Storm: Confirming the Power of Preaching in the Tempest of Church Conflict [H. Beecher Hicks Jr.]

Drawing on his own experience in shepherding a church through a difficult building program, the author explains how to survive the storms of pastoral ministry spiritually and emotionally.

The context was a building program for an urban congregation. The beginning bore no omens of controversy. But before long, both the pastor (the author) and the congregation found themselves in a storm that threatened the church's very existence and the pastor's future in ministry. It is common in this kind of storm that neither the preacher nor his flock will expect to hear from God. But the arresting message of this book is that it is often through the preaching itself that God speaks to the issues of conflict. It is through preaching that the issues are resolved, and neither the pastor nor the people are left unchanged. By example and by precept this book shows how to weather a storm in the only successful way--by preaching through it under the guiding hand of a compassionate God who knows our human anguish. This is a book you cannot afford to ignore. For, as one preacher puts it, you're either "coming out of a storm, in a storm, or heading for a storm."

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<https://www.youtube.com/watch?v=8Ghh7LhDYyA> Pastoring and Preaching in America Today – YouTube

<https://www.metropolitanbaptist.org/people/dr-h-beecher-hicks-jr/>

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Images for H. Beecher Hicks Jr., author

Images for Preaching Through a Storm: Confirming the Power of Preaching in the Tempest of Church Conflict [H. Beecher Hicks Jr.]

Promise and Peril: Understanding and Managing Change and Conflict in Congregations [David Brubaker]

Congregations cannot exist without finances, priorities, leadership, worship, and decision making, yet these five aspects breed the most conflict between church members and clergy. These conflicts unfortunately tend to bring about the most negative consequences: drops in giving, resignation of leaders, and, perhaps most pointedly, loss of members. The importance of congregations and their effect on our lives is clear, yet what is less clear is what makes conflicts in faith communities inevitable.

In Promise and Peril: Understanding and Managing Change and Conflict in Congregations, David Brubaker brings the tools of organizational theory and research to the task of understanding the deeper dynamics of congregational conflict. With a doctorate in

sociology and more than twenty years working with congregational conflicts, Brubaker helps to explore the causes and effects of conflicts on a wide range of congregations.

This book will help congregations avoid the pitfalls of conflict and instead head toward a healthy relationship between and among church staff and members.

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Images for David Brubaker, author conflict

Images for Promise and Peril: Understanding and Managing Change and Conflict in Congregations [David Brubaker]

Quotes about Conflict Resolution (49 quotes) - Goodreads

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Redeeming Church Conflicts: Turning Crisis into Compassion and Care by Tara Klena Barthel (Author), David V. Edling (Author), Ken Sande (Foreword)

Every church will experience conflicts. How a church handles these inevitable conflicts determines its future and the spiritual health of its members. If properly approached, church conflicts can be used for spiritual growth--both individually and corporately as the body of Christ. Redeeming church conflicts--making something glorious out of something awful--provides evidence to a watching world that the gospel is real and powerful.

In this purposeful and practical book, two church-conflict resolution experts take readers through the Acts 15 model of approaching conflict in order to help them understand the intricacies of their church conflict. The book provides a clear, godly way forward into redemptive reconciliation, regardless of how the people involved in the conflict respond or fail to respond.

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Images for Redeeming Church Conflicts: Turning Crisis into Compassion and Care by Tara Klena Barthel (Author), David V. Edling (Author), Ken Sande (Foreword)

Resolving Church Conflict | CT Pastors | Christianity Today

Dealing with Conflict

Conflict is inevitable. It's why Paul uses a double qualifier in Romans 12:18: "If it is possible [first qualifier], as far as it depends on you [second qualifier], live at peace with everyone." Paul knew that living at peace isn't always possible because, though it depends partly on you, but it also requires the cooperation of one or more people other than you.

So conflict can be a bit complicated. But Paul's concluding words in that chapter are our clear mandate: "Do not be overcome by evil, but overcome evil with good." The articles below will help you address conflict in your own life and on your ministry team.

<https://www.christianitytoday.com/pastors/2007/august-online-only/070321.html>

Images for Resolving Church Conflict | CT Pastors | Christianity Today

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<https://www.christianitytoday.com/pastors/browse/>

Resources on Conflict Styles - RiverhouseePress

This annotated bibliography cites essays related to conflict styles on a wide variety of topics including gender, culture, training, neurobiology, anger management and more.

<https://www.riverhouseePress.com/free-web-resources-on-conflict-resolution-conflict-style-inventories>

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Rethinking Interim Ministry by Anthony B. Robinson » Alban at Duke Divinity School

But there is tremendous value in the more contractual relationship with an interim. The contract may specify things like “skills in **conflict resolution**” and focused work to address and resolve a festering conflict. Or it may call for doing a congregational assessment or developing a system for evaluation of personnel. Mead was certainly right that there are pastors for whom the more focused, short-term work of an interim is a good fit for their gifts and temperament. The church really does need such leaders, who sometimes will be called on to function as troubleshooters. There are some congregations where simply calling or sending in a new pastor is an exercise in futility. Someone needs to address some hard issues first. A good, skilled and thick-skinned interim (with a contract) can do that.

Alban at Duke Divinity School » Rethinking Interim Ministry

<https://alban.org/archive/rethinking-interim-ministry/>

Images for Rethinking Interim Ministry by Anthony B. Robinson » Alban at Duke Divinity School

Images for skills in conflict resolution

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Rethinking Transitional Ministry by Norman Bendroth » Alban at Duke Divinity School

Peter Alexander, a Lutheran Church-Missouri Synod interim pastor and trainer for the National Association of Lutheran Interim Pastors, responds that money should not get in the way of a good process. Often longer interim experiences are needed, he says, because many churches are in need of revitalization, renewal, or transformation. “More than ever our churches are in trauma or **conflict** or need a jump-start after a long-term pastorate,” he notes. Most practitioners concur with Alexander that conflict overall is more frequent in churches these days due to the anxiety that comes from changing cultures within and without the church.

Alban at Duke Divinity School » Rethinking Transitional Ministry

<https://alban.org/archive/rethinking-transitional-ministry/>

Images for Rethinking Transitional Ministry by Norman Bendroth » Alban at Duke Divinity School

http://macucc.s3.amazonaws.com/71BBE2C7B9B049B0883D51809D9A1E82_Rethinking%20Transitional%20Ministry.pdf

Images for churches in trauma or conflict

7 Healthy Ways to Resolve Conflict at Church or Work – Carey Nieuwhof

So, you feel tension with someone at church? The stakes are too high to let it linger. So, here are 7 ways to resolve conflict at church.

<http://careynieuwhof.com/2016/06/7-healthy-ways-resolve-conflict/>

Images for 7 Healthy Ways to Resolve Conflict at Church or Work – Carey Nieuwhof

<http://careynieuwhof.com/2013/05/stop-compromising-5-ways-to-reduce-conflict-in-your-church/>

<http://careynieuwhof.com/2015/07/5-stupid-things-the-church-needs-to-stop-doing-to-make-progress/>

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#3

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Images for carey nieuwhof (author)

7 Ways to Heal after Church Conflict - PBS

Having worked with many congregations after conflicts, I can suggest some activities that may help. These seven activities are in no particular order; one strategy would be to try one that seems easy and one that seems more difficult.

<http://www.pbs.org/thecongregation/indepth/sevenways.html>

Images for 7 Ways to Heal after Church Conflict - PBS

6 Traits of Effective Interim Pastors - Pastors.com

1. You lean into **conflict**

When you're in a small boat you've got to turn into the weather. Those big waves will crash against the bow, making the hull shudder. If you try to ignore the storm you're liable to take a roller over the freeboard and capsizes. Dittoes with church conflict – you've got to turn and head directly into it.

Interim pastors, perhaps even more so than settled pastors, must be at ease in the midst of conflict.

You neither fear nor internalize congregational conflict.

You view conflict as an opportunity to resolve personal and organizational problems.

You facilitate dialog and resolution by responding to the issues, not the attacks.

<http://pastors.com/6-traits-of-effective-interim-pastors/>

Images for 6 Traits of Effective Interim Pastors - Pastors.com 1. You lean into conflict

Style Matters: The Kraybill Conflict Response Inventory: Ron Kraybill

The Kraybill Conflict Response Inventory is an easy-to-use self-assessment tool that gives users a snapshot of their response to conflict situations. Like widely used similar tools, it describes five different styles of conflict response to help readers understand themselves and others. But it also has features not found in other conflict style inventories that include: - Special instructions for diverse cultural backgrounds - Recognition of differences in individual and group settings - "Hot tips" for dealing with differing styles - Discussion questions for individual and group discussion Useful in many settings: - Individuals can use it alone to improve their response to conflicts. - Teams who want to work together better can take it as individuals and then discuss the results as a group - Managers and project leaders will learn how to bring the best out of each team member. - Human resources professionals can help individuals, departments and teams develop better conflict resolution skills and create a better working atmosphere. - Mediators and negotiators can improve their effectiveness in working with others or use it to train people entering talks. - Trainers in conflict resolution or leadership skills can structure a session ranging from one hour to half a day around it. - Consultants can give clients specific feedback to improve handling of conflict. Religious leaders can strengthen their skills in congregational conflicts. - Teacher and professors can lead students in a quick, easy, and practical introduction to conflict resolution skills and concepts.

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Images for Style Matters: The Kraybill Conflict Response Inventory: Ron Kraybill

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Images for ron kraybill conflict style

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Images for Kraybill Conflict Style Inventory

Surviving Church Conflict by Dave Peters (Author)

Instead of emphasizing formulas for dealing with church conflicts, Dave Peters is more concerned with the spiritual health of peacemakers in tense and chaotic situations. If peacemakers stay in God's presence, he says, God will lead them to victory.

Many leaders seek a formula to follow for resolving conflict. Dave Peters is more concerned with the spiritual health of peacemakers in tense and chaotic situations. They need to be spiritually fit, with a holy lifestyle, at peace with God. Peacemakers use spiritual weapons to strike at sinful strongholds surrounding local ministry. Some may not understand their actions. But if peacemakers stay in God's presence, God will lead them to spiritual victory in conflict resolution. *Surviving Church Conflict* calls would-be peacemakers to allow themselves to be spiritually broken before God. Only thus can they discover the will of God and live in it peaceably.

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[Images for Dave Peters \(Author\) church conflict](#)

[Images for Surviving Church Conflict by Dave Peters \(Author\)](#)

Sweet Fruit from the Bitter Tree: 61 Stories of Creative & Compassionate Ways out of Conflict [Mark Andreas]

She awoke from a deep sleep to a strange man kicking in the door to her bedroom. She couldn't imagine him waiting patiently while she reached under her pillow for her gun. In a moment of fear and courage, she took an unusual action that she believes saved her life, steering them both away from the violent ending that seemed inevitable... Read this and 60 other short stories about how real people responded to conflict and violence in unusual and creative ways. Some funny, some startling or surprising -- these stories will bring tears to your eyes and open your heart with a deep appreciation for what is possible. These pages cover the full spectrum of life - from the conflicts we face in our daily lives, to the intensity of war and threats of extreme violence. The solutions each person finds here are unique - no two are exactly the same. You'll stay on the edge of your seat through the last page. Why say more when you can read the first three stories in six minutes? These stories speak for themselves.



<http://www.amazon.com/Sweet-Fruit-Bitter-Tree-Compassionate/dp/0911226451>

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<https://www.youtube.com/watch?v=wmh2KiyKwoq> Gummy Bear Stop Motion Animation "Sweet Fruit from the Bitter Tree" Episode V: Bearing Sweet Fruit – YouTube

<https://www.youtube.com/watch?v=NWR9WLOp-08> Mark Andreas: Skype, NLP & Change Coaching - YouTube

<http://www.realpeoplepress.com/sweet-fruit-from-bitter-tree-stories-creative-compassionate-ways-conflict-p-96.html>

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[Images for Mark Andreas, author](#)

[Images for Sweet Fruit from the Bitter Tree: 61 Stories of Creative & Compassionate Ways out of Conflict \[Mark Andreas\]](#)

Temporary Shepherds: A Congregational Handbook for Interim Ministry Roger S. Nicholson - 1998 - Religion

Controversial Social Issues

A fourth reality of the modern predicament of the local church is that controversial social issues will continue to produce **conflict** and tension well into the future for mainline denominations.

<https://books.google.com/books?isbn=1566996465> xiv.

<http://www.amazon.com/Temporary-Shepherds-Congregational-Handbook-Ministry/dp/1566992087>

[Images for controversial social issues will continue to produce conflict](#)

Terms Helpful in Understanding Congregations in Transition

Major **Conflicts**

What major conflicts has this congregation wrestled with? Which have been resolved successfully? What still remain active? What has the congregation's style of conflict management (avoidant, polarization, win/lose, etc.)? What "battle wounds" are still seeking revenge?

<http://interiministry.org/resources/helpful-terms/>

[Images for Terms Helpful in Understanding Congregations in Transition - Major Conflicts](#)

The Conflict Management Skills Workbook - Self-Assessments, Exercises & Educational Handouts [John J Liptak, EdD, Ester Leutenberg]

Conflict is a basic fact of life. Because conflicts are disagreements resulting from people or groups having differences in attitudes, beliefs, values, or needs, conflict is inevitable. Conflict itself is not a bad thing, as long as the conflict is managed effectively. The self-assessments, exercises, and journaling activities in this book will take participants through a unique Negotiations Model. This model helps participants learn about their beliefs surrounding conflict, identify their preferred style for managing conflict, examine active listening skills, identify the situations that trigger conflict, and recognize their negotiation style for what they want and need. This is an excellent resource for counselors and therapists to use with clients. All of the activities are reproducible.

<http://www.amazon.com/The-Conflict-Management-Skills-Workbook/dp/1570252394>
<http://www.amazon.com/Essential-Work-Skills-Workbook-Self-Assessments/dp/157025236X>
<http://www.amazon.com/The-Wellness-Lifestyle-Workbook-Self-Assessments/dp/1570252335>
<https://www.amazon.com/John-J.-Liptak/e/B001ITVI76>
<https://www.researchpress.com/authors/237/dr-john-j-liptak>
<http://www.eiconsortium.org/members/liptak.htm>
<https://wholeperson.com/store/john-liptak.shtml>
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http://www.goodreads.com/author/show/351481.John_J_Liptak
Images for John J Liptak, EdD,
<https://www.amazon.com/Ester-A-Leutenberg/e/B002TEQO3W>
<https://www.youtube.com/watch?v=LZH1YxaHXR4> An interview with author Ester Leutenberg - YouTube
<https://wholeperson.com/store/ester-leutenberg.shtml>
Images for Ester leutenberg
Images for The Conflict Management Skills Workbook - Self-Assessments, Exercises & Educational Handouts [John J Liptak, EdD, Ester Leutenberg]

The Conflict Resolution Toolbox: Models and Maps for Analyzing, Diagnosing, and Resolving Conflict by Gary T. Furlong (Author)

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. *The Conflict Resolution Toolbox* gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help.

<http://www.amazon.com/The-Conflict-Resolution-Toolbox-Diagnosing/dp/0470835176>
http://www.goodreads.com/book/show/1807179.The_Conflict_Resolution_Toolbox
<http://www.barnesandnoble.com/w/conflict-resolution-toolbox-gary-t-furlong/1101205755?type=eBook>
https://books.google.com/books/about/The_Conflict_Resolution_Toolbox.html?id=zV8jSRkv86gC
http://negotiator magazine.com/article288_1.html
<http://www.mediate.com/people/personprofile.cfm?aid=395>
<http://www.mediate.com/articles/furlong.cfm>
<http://www.mediate.com/articles/furlong1.cfm>
<http://www.mediate.com/articles/furlong2.cfm>
http://negotiator magazine.com/article288_1.html
<http://agreeinc.com/documents/ACResolutionMagazine-Fall2013-ConflictResolutionToolboxReview.pdf>
<https://books.google.com/books?isbn=0470678496>
<https://books.google.com/books?isbn=0199802238>
<http://www.speakers.ca/speakers/gary-furlong/>
http://sportsconflict.org/team_member/gary-furlong/
http://www.goodreads.com/author/show/826575.Gary_T_Furlong
Images for Gary T. Furlong (Author) conflict resolution
Images for The Conflict Resolution Toolbox: Models and Maps for Analyzing, Diagnosing, and Resolving Conflict by Gary T. Furlong

The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run than Fight [Tim Ursiny]

Tim Ursiny, a Christian and well-known corporate coach, unlocks some of the secrets of facing conflict in this practical guidebook.

<http://www.amazon.com/The-Cowards-Guide-Conflict-Empowering/dp/1402200552>
http://www.goodreads.com/book/show/424676.The_Coward_s_Guide_to_Conflict
<https://www.barnesandnoble.com/w/the-cowards-guide-to-conflict-tim-ursiny/1018073385>
http://books.google.com/books/about/The_Coward_s_Guide_to_Conflict.html?id=XWM_sZeKbTEC
<http://www.coach22.com/bookreviews/cowardsguidetoconflict.pdf>
<https://www.publishersweekly.com/978-1-4022-0055-7> Nonfiction Book Review
<https://www.youtube.com/watch?v=0k0E0UMT9fw> Audio Book Review: The Coward's Guide to Conflict by Tim Ursiny (Author), Rolland Lopez (Narrator) – YouTube
<https://www.youtube.com/watch?v=KF-9Wiaxl8U> Introducing Tim Ursiny, Advantage Coaching & Training – YouTube

[Images for Tim Ursiny, Advantage Coaching & Training - YouTube](#)

<https://www.amazon.com/Timothy-E.-Ursiny/e/B001JS6VW8>

http://www.goodreads.com/author/show/184315.Tim_Ursiny

[Images for Tim Ursiny, author guide to conflict](#)

http://www.terrificspeakers.com/html/tim_ursiny.html

<https://advantagecoaching.com/>

[Images for The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run than Fight \[Tim Ursiny\]](#)

The High Cost of Conflict among Christians - Peacemakers

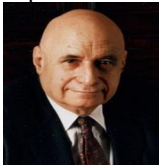
You may know from first-hand experience that conflict among Christians is costly. But just how costly is it? I admit that it is difficult to quantify the spiritual cost of conflict—how do you measure the pain, suffering, and diminished witness caused by Christians who fight one another? Yet as I've looked at several studies in the United States, I think that it is possible (and reasonable) to estimate the more tangible costs of conflict. I believe you will find it both eye-opening and sobering.

<http://peacemaker.net/project/the-high-cost-of-conflict-among-christians/>

[Images for High Cost of Conflict among Christians - Peacemakers](#)

The Limits of Social Cohesion: Conflict and Mediation in Pluralist Societies: A Report of The Bertelsmann Foundation to The Club of Rome [Peter L. Berger, EDITOR *]

Normative conflicts center on fundamental disagreements over issues of public morality and the identity of a society. In thinking about normative conflicts on a global scale, two principal questions arise. First, are there common characteristics of such conflicts worldwide? Second, which institutions polarize such conflicts, and which can serve to mediate them? This path breaking book, edited by renowned sociologist Peter Berger, examines both questions through findings gained from a study of normative conflicts in eleven societies located in different parts of the world and at different levels of economic development. On both points, the findings have proved surprising. Although there are, of course, normative conflicts peculiar to individual societies, two features emerged as common to most of the societies examined: one concerns disputes over the place of religion in the state and in public life; the other is a clash of values between a cultural elite and the broad masses of the population. Often the two features coincide. For instance, in many countries the elite is the least religious group within the population, and therefore, resentments against the elite are often mobilized under religious banners. On the institutional question, the study started out with a bias toward the institutions of so-called "civil society"—that is, the institutions that stand between the personal life of individuals and the vast mega-structures of a modern society. The finding is that the same institutions can either polarize or mediate normative conflicts. The conclusion suggests one must ask not just what sort of institutions one looks to for social cohesion, but what ideas and values inspire these institutions. Comprising reports from some of the leading scholars dealing with normative conflict, this book is an important contribution to understanding the cultural fault lines that threaten social cohesion.



<http://www.amazon.com/The-Limits-Social-Cohesion-Bertelsmann/dp/0813334012>

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http://find.lib.uts.edu.au/:jsessionid=2423E9FAAEDF0F613197286A7EFB8D9F?R=OPAC_b1548047

https://en.wikipedia.org/wiki/Peter_L._Berger

<https://www.amazon.com/Peter-L.-Berger/e/B000AQ8S8A>

https://www.goodreads.com/author/list/29173.Peter_L_Berger

[Images for Peter L. Berger, author](#)

[Images for The Limits of Social Cohesion: Conflict and Mediation in Pluralist Societies: A Report of The Bertelsmann Foundation to The Club of Rome \[Peter L. Berger, EDITOR *\]](#)

The Marks of a Healthy Congregation | UUA.org

Prepared for UUA.org by Jone Johnson Lewis, reporter; Margy Levine Young, editor

Speaker: Peter L. Steinke

Steinke then outlined the characteristics of healthy congregations:

Healthy congregations manage **conflict**. It is almost impossible, Steinke told the leaders, to change without crisis. In one study Steinke cited, those congregations that were able to change had strong pastoral leadership, laity with a high level of education and/or a willingness to learn and were willing to bear conflict. Where change did not occur, there was always as aversion to conflict. Healthy leaders, he added, have a greater toleration of pain in themselves and others.

<http://www.uua.org/governance/leadership/uuu/2006/13113.shtml>

[Images for The Marks of a Healthy Congregation | UUA.org](#)

<https://www.uua.org/directory/people/peter-l-steinke>

<https://www.amazon.com/Peter-L.-Steinke/e/B001JS2ZJG>

<https://www.christiancentury.org/contributor/peter-l-steinke>

<https://www.healthycongregations.com/>

[Images for healthy congregations manage conflict](#)

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<http://www.amazon.com/Congregational-Leadership-Anxious-Times-Courageous/dp/1566993288>
<https://alban.org/archive/changing-emotional-systems/>
 Images for perpetual conflict
<https://www.youtube.com/watch?v=egP3WVY-r5M> UU University 2006 Part 6 - Church Conflict - A Systems Perspective - YouTube
<https://www.uua.org/directory/people/peter-l-steinke>
http://rockhay.tripod.com/cohort/Congregational_Leadership_in_Anxious_Times.pdf Page 8
 Images for Pain can be a real teacher.
<https://resolveconflictnow.net/review-congregational-leadership-in-anxious-times-by-peter-steinke/>
<https://waytolead.org/wp-content/uploads/2014/10/Congregational-Leadership-in-Anxious-Times-by-Peter-L-2.pdf>
<https://www.christiancentury.org/contributor/peter-l-steinke>
<https://www.amazon.com/Peter-L.-Steinke/e/B001JS2ZJG>
https://www.goodreads.com/author/show/27521.Peter_L_Steinke
 Images for Peter Steinke

The Peacemaker: A Biblical Guide to Resolving Personal Conflict [Ken Sande]

Jesus said, "Blessed are the peacemakers." But it often seems like conflict and disagreement are unavoidable. Serious, divisive conflict is everywhere-within families, in the church, and out in the world. And it can seem impossible to overcome its negative force in our lives. In *The Peacemaker*, Ken Sande presents a comprehensive and practical theology for conflict resolution designed to bring about not only a cease-fire but also unity and harmony. Sande takes readers beyond resolving conflicts to true, life-changing reconciliation with family members, coworkers, and fellow believers. Biblically based, *The Peacemaker* is full of godly wisdom and useful suggestions that are easily applied to any relationship needing reconciliation. Sande's years of experience as an attorney and as president of Peacemaker Ministries will strengthen readers' confidence as they stand in the gap as peacemakers.

<http://www.amazon.com/The-Peacemaker-Biblical-Resolving-Personal/dp/0801064856>
http://www.goodreads.com/book/show/317865.The_Peacemaker
http://peacemaker.net/wp-content/uploads/2015/02/Peacemaker_3rdEd_Ch1.pdf
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http://books.google.com/books/about/Peacemaker_The.html?id=frjGCETKHxC
https://books.google.com/books/about/The_Peacemaker.html?id=EDCNPwAACAAJ
<https://www.focusonthefamily.com/lifechallenges/relationship-challenges/conflict-resolution/a-biblical-guide-to-resolving-conflict>
http://www.rw360.org/wp-content/uploads/2013/02/Peacemaker_3rdEd_Ch1.pdf
http://saintephraim.com/files/Peacekeeping/Peacemaker_Ch1.pdf
<http://peacemaker.net/>
<https://www.pinterest.com/cdenninger/peacemaker-ministries/>
<http://peacemaker.net/project/the-four-gs/>
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http://www.goodreads.com/author/show/180797.Ken_Sande
 Images for Ken Sande, author
 Images for The Peacemaker: A Biblical Guide to Resolving Personal Conflict [Ken Sande]

The Spirit and Art of Conflict Transformation: Creating a Culture of Justpeace [Thomas W. Porter]

Transforming conflict into a positive rather than a negative force is a spiritual pursuit and needs to be grounded in biblical principles: love of God, neighbor, and self. This book is a resource for leaders, ministers, mediators, facilitators, and conflict transformation consultants who want to approach the work in this way. Part 1 explains how we can prepare ourselves for the work of engaging conflict. Part 2 explores how we engage others in conflict transformation, outlining specific processes. Interwoven with the practical instructions are stories that illustrate the potential for this new "justpeace" approach.

<http://www.amazon.com/Spirit-Art-Conflict-Transformation-Justpeace/dp/0835810267>
<https://www.goodreads.com/book/show/9049995-the-spirit-and-art-of-conflict-transformation>
<https://www.barnesandnoble.com/w/the-spirit-and-art-of-conflict-transformation-thomas-w-porter/1115120008>
<http://bookstore.upperroom.org/cart/upperroom/p-16566.htm>
<https://www.christianbook.com/spirit-conflict-transformation-creating-culture-peace/thomas-porter/9780835810265/pd/810265>
<https://www.cokesbury.com/9780835810265-The-Spirit-and-Art-of-Conflict-Transformation>
<http://www.bu.edu/rct/files/2012/06/TS-805-Syllabus-Spirit-and-Art.pdf>
<https://www.sapnaonline.com/books/the-spirit-and-art-of-conflict-transformation-creating-a-culture-of-justpeace-14843758?position=18&searchString=>
<https://www.bu.edu/sth/profile/thomas-w-porter-jr/>
<http://asburyseminary.edu/wp-content/uploads/DM916-Seminar-II-Conflict-Transformation-in-the-Church.pdf>
<http://www.ministrymatters.com/all/author/thomas-w-porter-jr>
<http://www.mdrs.com/neutrals/thomas-w-porter-jr-esq/>
<https://books.google.com/books?isbn=1137035064> Foreword
<https://www.bu.edu/sth/profile/thomas-w-porter-jr/>
<https://justpeaceumc.org/product/the-spirit-art-of-conflict-transformation-creating-a-culture-of-justpeace/>

http://www.goodreads.com/author/show/4264808.Thomas_W_Porter

[Images for Thomas W. Porter, author conflict transformation](#)

[Images for The Spirit and Art of Conflict Transformation: Creating a Culture of Justpeace \[Thomas W. Porter\]](#)

Thriving through Ministry Conflict: A Parable on How Resistance Can Be Your Ally [James P. Osterhaus, Joseph M. Jurkowski, Todd A. Hahn]

Church conflict doesn't have to be an enemy that tears a congregation apart. By learning how to handle it wisely, pastors and church leaders can make resistance of their most valuable allies. Far from fearing conflict, leaders can turn it into a catalyst for positive change and a stronger, more united church.

Through the fictional story of a typical pastor embroiled in conflict, *Thriving through Ministry Conflict* shows how to handle and resolve conflict in a healthy way. By working through a series of response activities and discussion questions, the reader will gain powerful insights into the emotional dynamics of conflict. Here are the knowledge and tools that can help pastors and church leaders trade self-defeating responses to conflict for an empowering, constructive approach, gain a working command of key conflict survival principles; and cultivate the skills needed to effectively navigate the conflicts every ministry leader faces.

<http://www.amazon.com/Thriving-through-Ministry-Conflict-Resistance/dp/0310324661>

<https://www.goodreads.com/book/show/7499643-thriving-through-ministry-conflict>

<https://www.christianbook.com/thriving-through-ministry-conflict-parable-resistance/james-osterhaus/9780310324669/pd/324669>

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<https://www.amazon.com/James-P.-Osterhaus/e/B001IQW7SI>

https://www.goodreads.com/author/show/283507.James_P_Osterhaus

[Images for James P. Osterhaus, author](#)

https://www.goodreads.com/author/show/283505.Joseph_M_Jurkowski

[Images for Joseph M. Jurkowski, author](#)

https://www.goodreads.com/author/show/283506.Todd_A_Hahn

[Images for Todd A. Hahn, author](#)

[Images for Thriving through Ministry Conflict: A Parable on How Resistance Can Be Your Ally \[James P. Osterhaus, Joseph M. Jurkowski, Todd A. Hahn\]](#)

Thriving through Ministry Conflict: By Understanding Your Red and Blue Zones [James P. Osterhaus, Joseph M. Jurkowski, Todd A. Hahn]

Church conflict doesn't have to be an enemy that tears a congregation apart. By learning how to handle it wisely, pastors and church leaders can make resistance one of their most valuable allies. Far from fearing conflict, leaders can turn it into a catalyst for positive change and a stronger, more united church. Through the fictional story of a typical pastor embroiled in conflict, *Thriving through Ministry Conflict* shows how to handle and resolve conflict in a healthy way. By working through a series of response activities and discussion questions, the reader will gain powerful insights into the emotional dynamics of conflict. Here are the knowledge and tools that can help pastors and church leaders trade self-defeating responses to conflict for an empowering, constructive approach; gain a working command of key conflict survival principles; and cultivate the skills needed to effectively navigate the conflicts every ministry leader faces.

<http://www.amazon.com/Thriving-Through-Ministry-Conflict-Understanding/dp/0310263441>

<https://www.goodreads.com/book/show/10142256-thriving-through-ministry-conflict>

<https://books.google.com/books?isbn=0310864380>

http://books.google.com/books/about/Thriving_through_Ministry_Conflict.html?id=3jMmldJAOL0C

[Images for Thriving through Ministry Conflict: By Understanding Your Red and Blue Zones \[James P. Osterhaus, Joseph M. Jurkowski, Todd A. Hahn\]](#)

Transforming Conflict from the Inside Out: Compassionate Communication in the Church

In this intensive workshop, participants will learn the skills of compassionate communication (also called nonviolent communication) as means of connecting to God, self, and others in the midst of interpersonal conflict.

A past participant in the course said,³⁶ "I would rate this course a 10 out of 10 for meeting my needs for greater learning."

Through a five-day immersion in a community of Christian leaders, you will learn how to: Express yourself so that you will be heard more fully; Transform criticism into opportunities for mutual understanding; Stay in dialogue in the midst of difference and disagreement; Experience deeper self-connection, inner peace, and self-care; Heal pain from unresolved conflict, guilt, and shame; Build authentic community based on honest expression and empathic listening.

Courses - Luther Seminary

http://www.luthersem.edu/lifelong_learning/kairos/courses.aspx

[Images for Transforming Conflict from the Inside Out: Compassionate Communication in the Church](#)

Transforming Conflict in Your Church: A Practical Guide by Marlin E. Thomas, editor

Conflict is inevitable. Whether over weighty theological issues, ever-changing worship styles, or the color of the floral arrangement, churches are constantly in the throes of disagreements and differing opinions. This workbook is an invaluable resource for church leaders and congregational members, who are called upon to moderate and somehow bring resolution to those conflicts.

Transforming Conflict will walk your church through the steps of: understanding the nature of conflict and what the Bible has to say about it; ascertaining which level of conflict your church is in; interpreting how your congregation arrived at that level and how to

keep it from escalating; putting together a realistic and healthy plan to transform your conflict; and, if needed, how and when to get outside help.

Though never enjoyable, conflict is inevitable. Even, and perhaps especially, in our churches. Whether over weighty theological issues, ever-changing worship styles or the color of the floral arrangements, churches are constantly in the throes of disagreements and differing opinions. This workbook is an invaluable and practical resource for both church leaders and congregational members as you better understand the nature of conflict and what the Bible has to say about it, ascertain what level of conflict you are in, keep conflict from escalating, and put together a realistic and healthy plan to transform your conflict.

<http://www.pcpj.org/index.php/resources-topmenu-45/72-conflict-transformation/67-transforming-conflict-in-your-church-a-practical-guide>

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https://www.gettextbooks.com/author/Editor-Marlin_E_Thomas

Images for Marlin E. Thomas, author

Images for Transforming Conflict in Your Church: A Practical Guide by Marlin E. Thomas, editor

Transforming Congregational Conflict

Winter Theological Event – Northwest Synod of Wisconsin. January 26-27, 2020. Event Content Will Include: •Conflict in the Bible

•Nature of conflict •Personal conflict style •Interpersonal peace-making skills •Congregational conflict

Guest Presenter - Richard Blackburn. Richard is Executive Director of the Lombard Mennonite Peace Center. He has broad experience as a trainer, mediator, and consultant with conflicted churches and their leaders. The congregational mediation model he developed represents a transformational approach, placed within the context of Bowen family systems theory. For several years, he attended Edwin Friedman's Post Graduate Clergy Seminar in Family Emotional Process in Bethesda, MD. Richard also participated in the Postgraduate Program in Bowen Family Systems Theory and Its Applications at the Bowen Center for the Study of the Family in Washington, D.C.



https://s3.amazonaws.com/media.cloversites.com/0a/0a854394-3a19-4d9f-b1ae-f93021508921/documents/Winter_Theo_20.pdf

<https://lmpeacecenter.org/about/staff-2/>

Images for richard blackburn lombard mennonite peace center

24 best Conflict Management images on Pinterest | Conflict Management

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Images for conflict management on pinterest

<https://www.pinterest.com/coparent/conflict-management/>

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<https://www.pinterest.com/explore/conflict-management/>

<https://www.pinterest.com/alcmoore/conflict-management/>

Understanding Conflict

[Types of Conflict](#)

[Three Elements to Understand Conflict](#)

[Conflict Escalation](#)

[Attitudes Towards Conflict](#)

[9 Steps for Addressing Conflict Positively](#)

[Rank Differences and Power Abuses](#)

<http://www.selba.org/EngTaster/Social/Facilitation/UnderstandingConflict.html>

Images for Understanding Conflict

Images for types of conflict

Images for Conflict Escalation

[DOC]Understanding Conflict Handling Styles

In a dispute, it's often easier to describe how others respond than to how we respond. Each of us has a predominant conflict style that we use to meet our own needs. By examining conflict styles and the consequences of those behaviors, we can gain a better understanding of the impact that our personal conflict style has on other people. With a better understanding, you then can make a conscious choice on how to respond to others in a conflict situation to help reduce work conflict and stress.

www.dartmouth.edu/~eap/library/understandingconflicthandlingstyles.docx

Images for Understanding Conflict Handling Styles

War in the Pews: A Foxhole Guide to Surviving Church Conflict [Frank Martin]

Should I stay or leave? How can I pray for my church? How do I help my kids understand? Will this happen to me again? This handbook shows how you can survive church conflict - and maybe even help resolve it.

<http://www.amazon.com/Pews-Saltshaker-Books-Frank-Martin/dp/0830816402>

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Images for Frank Martin, author war in the pews

Images for War in the Pews: A Foxhole Guide to Surviving Church Conflict [Frank Martin]

What Does the Bible Say About Resolving Conflict? - OpenBible.info

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Images for Bible and Conflict Resolution

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<https://www.biblestudytools.com/blogs/association-of-biblical-counselors/resolving-conflict-in-relationships-biblically.html>

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<http://blog.c12group.com/making-peace-at-work-resolving-conflict-biblically>

<https://www.amazon.com/Relationships-Resolving-Community-Foundations-Christian/dp/1576830233> Relationships: Resolving Conflict

and Building Community

http://faithlibrary.cc/index.php/christian-sermons/sermon/the_pastor_and_conflict_management

Images for Pastor and Conflict Management

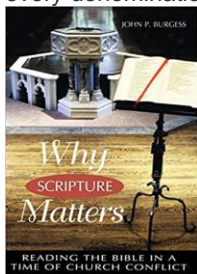
<https://peacemaker.training/> Peacemaker Ministries // Biblical Conflict Resolution

<https://www.christianpost.com/news/7-bible-verses-about-conflict-and-how-to-deal-with-it-132355/>

<https://www.desiringgod.org/articles/conflict-is-an-opportunity-for-grace>

Why Scripture Matters: Reading the Bible in a Time of Church Conflict by John P. Burgess

This book is about how the church reads scripture - and how, in a time of theological and ethical uncertainty, the church can maintain different readings of scripture without degenerating further into ideological warfare. In a stirring final chapter, John Burgess explores the possibility of resolving concrete differences in the current hot button issues of the church. He contends that adopting the attitude of the "piety of the Word" has the power to help unify disparate voices - despite the current hostilities found in every denomination.



<https://www.christianbook.com/scripture-matters-reading-bible-time-romans/john-burgess/9780664257088/pd/42570>
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http://www.goodreads.com/author/show/267463.John_P_Burgess
Images for John P. Burgess, author church conflict
Images for Why Scripture Matters: Reading the Bible in a Time of Church Conflict by John P. Burgess

13) Confront

A Confrontation Checklist | Facts & Trends

From the prophet Nathan (2 Samuel 12) to Nehemiah (Nehemiah 5) to Jesus (Matthew 18) and Paul (1 Corinthians 5) examples of confrontation permeate the Bible. The following is a checklist (drawn primarily from Nehemiah 5:1-13) that I hope will help the next time you have to confront someone living in sin.

<https://factsandtrends.net/2017/10/24/a-confrontation-checklist/>
Images for Confrontation Checklist | Facts & Trends

Confront Quotes - BrainyQuote

<https://www.brainyquote.com/topics/confront>
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Images for confront quotes
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<https://www.goodreads.com/quotes/tag/confront>
<https://www.goodreads.com/quotes/tag/confrontation>
Images for confrontation quotes

confront - Wiktionary

confront (third-person singular simple present confronts, present participle confronting, simple past and past participle confronted). (transitive) To stand or meet facing, especially in competition, hostility or defiance; to come face to face with; to oppose; to challenge.

<https://en.wiktionary.org/wiki/confront>
Images for confront

4 Ways Confrontation Must Happen in Christian Community

We need to confront.

If sin goes un-confronted, the community can self-destruct because the community loses the commitment to the values and beliefs that make her distinct. If you are in Christian community and you see something in a brother or sister's life, if you see hearts unattended by His grace and truth, *say something* to the person. After all, what good is community if it fails to confront? But as we confront, we must confront in the following four ways:

<https://ericgeiger.com/2016/08/4-ways-confrontation-must-happen-in-christian-community/>
Images for 4 Ways Confrontation Must Happen in Christian Community

How to deal with confrontation in the Church | Christian News

Although we might be tempted to ignore sin for the sake of love, accepting people as they are in an attempt to be inclusive, Jesus seems to suggest another way.

His model for confronting sin is laid out in Matthew 18:15-17:

<http://www.christiantoday.com/article/how.to.deal.with.confrontation.in.the.church/77227.htm>
Images for How to deal with confrontation in the Church | Christian News

Leading a church more complex than leading a business? | Strong Tower Solutions LLC

6. Christians are notoriously poor at **confronting**. The business world expects accountability and confrontation. But since the church is supposed to be a "loving family," many are reluctant to confront disagreements. Remaining hidden and rarely addressed, they fester and create deeper wounds.

<http://www.churchcentral.com/blog/11155/Leading-a-church-more-complex-than-leading-a-business>
Images for Christians are notoriously poor at confronting.
Images for business world expects accountability and confrontation.

Top 25+ best Confrontation quotes ideas on Pinterest

<https://www.pinterest.com/explore/confrontation-quotes/>

Images for Confrontation on Pinterest

<https://www.pinterest.com/traceway4/confrontation/>

<https://www.pinterest.com/416jan/confrontation/>

What Does the Bible Say About Confrontation?

<http://www.openbible.info/topics/confrontation>

Images for bible and confrontation

<https://bible.knowing-jesus.com/topics/Confrontation>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Confrontation/>

<https://discovertheword.org/2011/03/15/how-to-handle-confrontation-in-a-biblical-manner/>

Images for confrontation in a biblical manner

<https://unlockingthebible.org/2016/11/four-steps-confrontation/>

<https://www.christianitytoday.com/women-leaders/2008/november/confrontation-fight-or-flight.html>

Images for confrontation fight or flight

<https://www.joycemeyer.org/everydayanswers/ea-teachings/do-not-hide-from-confrontation>

<http://thecripplegate.com/4-requirements-for-biblical-confrontation/>

Images for biblical confrontation

<https://www.bibleinoneyear.org/bioy/commentary/2159> How to Handle Confrontation | bibleinoneyear.org

Images for handle confrontation

<https://www.christianity.com/christian-life/spiritual-growth/when-it-s-right-to-confront-one-who-wronged-you.html>

<https://www.todaychristianwoman.com/articles/2007/january/caring-enough-to-confront.html>

<https://biblicalcounselingcoalition.org/2017/10/18/the-beauty-of-confrontation/>

<https://www.rpmministries.org/2010/08/speaking-the-truth-in-love-biblical-confrontation/>

<https://www.gty.org/library/questions/QA154/how-can-we-know-when-it-is-best-to-forgive-or-confront>

<https://www.desiringgod.org/interviews/when-should-you-confront-someone-about-their-sin>

Images for confront someone about their sin

<http://www.keyway.ca/hm2011/20110801.htm> Daily Bible Study - Who Has A Spirit Of Confrontation?

<https://gretchenfleming.com/encouragement/2018/jesus-champion-of-biblical-confrontation/>

<https://www.baptiststandard.com/departments/bible-study/explore-the-bible-confrontation/>

<https://wordoflife.edu/2017/03/20/confrontation-awkward-necessary/>

<https://www.thegospelcoalition.org/blogs/justin-taylor/acronyms-and-biblical-model-of/> Acronyms and a Biblical Model of Confrontation

<http://www.highlandpc.com/studies/fojc/confront.php> Biblical Confrontation and Matthew 18:15-19

[Images for Biblical Confrontation and Matthew 18:15-19](#)

14) Congregation Splits

Anatomy of a Church Split | CT Pastors - Christianity Today

One thing is clear: key leaders, including myself, should have seen the developing storm and should have taken the proper steps to protect the church.

<http://www.christianitytoday.com/pastors/2012/december-online-only/anatomy-of-church-split.html>

Images for Anatomy of a Church Split | CT Pastors - Christianity Today

<https://www.christianitytoday.com/pastors/topics/leadership/change-conflict/>

<https://www.christianitytoday.com/pastors/browse/>

Church Splits and Fights: How Do You Heal Them? – Preach It, Teach It

Unfortunately, conflict between/among Christians occur all too often. They may be out in the open for all to see; on the other hand, they may be hidden deep below the surface. I grieve that you were hurt in church by fighting Christians. I am sorry you experienced the pain of watching a church crumble. While it may seem to you now that Christians are not different from other people, there really are some wonderful Christian people who really are different. They solve problems in a mature Christian way following the guidelines God laid down for solving conflicts in an atmosphere of love. I'm sorry that as a new Christian your church was not one of those.

<https://www.preachitteachit.org/articles-blogs/ask-roger/post/archive/2010/april/article/church-splits-and-fights-how-do-you-heal-them/>

[Images for Church Splits and Fights: How Do You Heal Them? – Preach It, Teach It](#)

Church Splits by Tom Ascol - Ligonier Ministries

When a church splits, many people are inevitably hurt by sinful attitudes and actions. On such occasions, we must remember that our Master knows what this is like and has shown us how to respond (1 Peter 2:19-25). As those who have been forgiven, we must forgive. As those who may have participated in sin, we must repent, remembering that this is precisely why Jesus died.

<https://www.ligonier.org/learn/articles/church-splits/>

[Images for Church Splits by Tom Ascol - Ligonier Ministries](#)

Congregational Splits: Seventeen Lessons in the Aftermath

The Most Important Lesson

What's the most important lesson to learn from congregational splits?

It's simply this. Regardless of what happens in ministry, God is there. Because He is there you can celebrate that He is there guiding each individual event, moment, and action. Though it may not always be evident during the crisis, in the aftermath His

presence and guidance in those events will be absolutely UNMISTAKABLE!!! The greater joy is to see how God, after healing has begun, brings renewal and vision to the ministry in ways that prior to the conflict were unimaginable.

http://www.ministryhealth.net/mh_articles/102_leadership%20lessons_from_split.html

[Images for Congregational Splits: Seventeen Lessons in the Aftermath](#)

Nine Thoughts on Church Splits – ThomRainer.com

There is little good that comes from church splits. The residual pain is lasting, and the negative community impact is enduring. After reflecting on church splits over my thirty-year tenure, and after conducting an informal Twitter poll, I have nine major thoughts I would like to share with you in this article.

<http://thomrainer.com/2015/03/nine-thoughts-church-splits/>

[Images for Nine Thoughts on Church Splits – ThomRainer.com](#)

<http://thomrainer.com/2015/11/twenty-five-silly-things-church-members-fight-over/> #21

<http://thomrainer.com/2015/11/how-to-lead-a-leadership-176/>

<http://thomrainer.com/2014/05/common-factor-declining-churches/>

<http://thomrainer.com/2014/07/five-frequent-issues-conflict-among-church-members/>

<https://thomrainer.com/2015/03/nine-traits-mean-churches/>

[Images for thom rainer \(author\)](#)

What is the cause of church splits? – Got Questions

Answer: Divisions that lead to church splits are a sad and all-too-common occurrence in the body of Christ. The effects of a church split, regardless of the cause, can be devastating. Church splits distress and dismay mature believers, disillusion new believers, cause havoc in the lives of pastors and their families, and bring reproach upon the name of Christ. But there is hope; churches that split can experience healing and restoration.

<https://www.gotquestions.org/church-splits.html>

[Images for What is the cause of church splits? – Got Questions](#)

<https://www.whatchristianswanttoknow.com/what-causes-churches-to-split-how-can-this-be-avoided/>

<https://sbcvoices.com/a-theory-on-church-splits/> Church Splits: Causes, Cures and Calvinism — SBC Voices

15) Controversy

Controversy - Wikipedia

Controversy is a state of prolonged public dispute or debate, usually concerning a matter of conflicting opinion or point of view. The word was coined from the Latin *controversia*, as a composite of *controversus* – "turned in an opposite direction," from *contra* – "against" – and *vertere* – to turn, or *versus* (see *verse*), hence, "to turn against."

<https://en.wikipedia.org/wiki/Controversy>

<https://en.wiktionary.org/wiki/controversy>

[Images for controversy](#)

5 Controversies That Still Plague the Church - RELEVANT Magazine

Many of the Church's most interesting debates are also their oldest.

<https://relevantmagazine.com/god/church/5-controversies-still-plague-church>

[Images for Controversies That Still Plague the Church](#)

Guidelines for Controversies - RayStedman.org

When the Apostle Paul wrote his second letter to Timothy from his dungeon in Rome, he realized that Timothy was living in a world that was about to explode in conflict -- a world that was very much like the one we live in today. Timothy had another problem too: he was teaching a church which was threatening to split apart and divide into factions over arguments and divisions which were separating believers. So, in this letter, the apostle tells how to handle both of these problems -- how to live in a world that is threatened with conflict, and how to live in a church that is threatened with controversy.

<http://www.raystedman.org/new-testament/timothy/guidelines-for-controversies>

[Images for Guidelines for Controversies - RayStedman.org](#)

The Greatest Controversies of Christian History - The Great Courses

Christianity has arguably been the most important force in the history of Western civilization. Whether we view it in religious, social, political, or economic terms, Christianity has deeply and integrally influenced the Western worldview and way of life, as well as our most basic notions of selfhood, morality, and ethics. Without the presence and role of Christianity, our world would be considerably different. As such, understanding Christianity is fundamental to understanding our civilization, our culture, and our origins.

<https://www.thegreatcourses.com/courses/the-greatest-controversies-of-christian-history.html>

[Images for The Greatest Controversies of Christian History - The Great Courses](#)

What Does the Bible Say About Controversy? - OpenBible.info

<https://www.openbible.info/topics/controversy>

[Images for bible and controversy](#)

<https://www.biblestudytools.com/dictionary/controversy/>

<https://www.christianitytoday.com/ct/2017/september/avoid-foolish-controversies-stupid-arguments.html>