



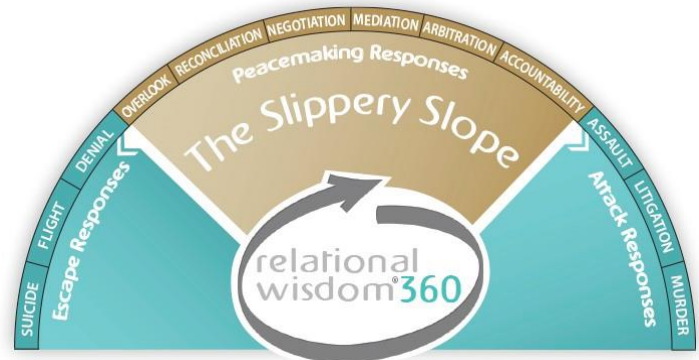
PEACE SOWER TEAMS™

INTRODUCTION TO CONFLICT COACHING AND MEDIATION

Synopsis: In this workshop we will provide an introduction to the key principles of conflict coaching and mediation and show how they can be used by Peace Sower Teams to resolve conflict in churches, ministries, mission teams and Christian-owned businesses.

1. Where two or three come together in Jesus' name ... there will soon be conflict.
2. The Bible overflows peacemaking exhortations and instructions (Matt. 5:9; 18:12-20; Gal. 6:1; James 3:17-18; 1 Cor. 6:1-8).

- Personal peacemaking
- Assisted peacemaking
 - Conflict coaching
 - Mediation
 - Arbitration



3. Peace Sower Teams enable churches, denominations, ministries and Christian-owned businesses to live out God's call to peacemaking.

- Presenters
- Coaches
- Conciliators

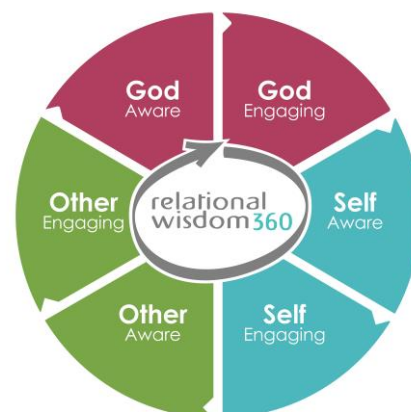
4. RW Skills Coaching - accelerating the development of relational skills

- Reflect
- Learn
- Plan
- Apply



5. Conflict Coaching - advising someone how to resolve a conflict one-on-one

- Typically addresses three areas:
 - What offenses do I need to confess?
 - What offenses would I like you to address?
 - How do we resolve substantive issues?
- Coaches apply a variety of concepts and tools:
 - The six skills of relational wisdom
 - 4 G's of peacemaking
 - Progression of an idol
 - Seven A's of Forgiveness
 - Gently restore / breathe grace
 - Four promises of forgiveness
 - PAUSE negotiation



6. Mediation - facilitating conversations and negotiations between two or more people in conflict. Process is summarized as GOSPEL¹

- **G**reeting and ground rules - Make introductions and agree on how you will work together.
- **O**pening statements - Ask each party to briefly explain what he or she would like to accomplish.
- **S**tory telling - Help the parties to clearly communicate all relevant information.
- **P**roblem identification and clarification - Clearly define central issues and interests.
- **E**xplore solutions - Brainstorm options; evaluate them reasonably and objectively.
- **L**ead to agreement - Encourage and document a final agreement.

7. Earning passport is essential

- Can I trust you?
- Do you really care about me?
- Can you actually help me?

¹ For a detailed discuss of these six steps, see chapter 5 in *Guiding People through Conflict*.

8. Work diligently to provide the “Three P’s of Satisfaction”

- Process
- Personal
- Product

9. Conciliators can play many roles

When you have the opportunity to serve as a mediator, you may need to play several different roles before the conflict is resolved. These include:

- Intercessor
- Convener
- Facilitator of communication and understanding
- Model
- Referee and protector
- Trust builder
- Resource expander
- Generator of alternatives
- Reality tester
- Teacher and counselor
- Encourager and coach
- Confronter and exhorter
- Proclaimer of forgiveness
- Closer
- Witness

10. Resources for Enhancing Relational Wisdom and Conciliation Skills

- *Guiding Christians through Conflict*
- *Handbook for Christian Conciliation*
- *Discovering Relational Wisdom 3.0 Online Course*
- *The Peacemaker: A Biblical Guide to Resolving Personal Conflict* by Ken Sande
- RW-Based Conflict Coaching and Mediation Training (scheduled release in 2022)
- Special Peace Sower Team resources and training (scheduled release in 2022)