

Jesus and Conflict Styles

Avoidance

Luke 4:16-30 (Rejection at Nazareth)

Luke 9:1-6 (Shake the dust from your feet)

Luke 9:51-56 (Samaritan village refuses Jesus)

Accommodation

John 2:1-12 (Wedding at Cana)

Matthew 15:21-28 (Canaanite woman)

Compromise

Matthew 22:15-22 (Render unto Caesar)

Luke 8:26-39 (Healing of the demoniac)

Competition / Force

Luke 11: 37-54 (Jesus accuses the teachers of the law)

Mark 11:15-19 (Turning over the tables in the temple)

Mark 8:31-33 (Get behind me Satan)

Collaboration

John 6:1-15 (Feeding 5,000)

Transformation






Luke 9:46-48 (The greatest among you)

Luke 15:1-15 (The lost sheep)

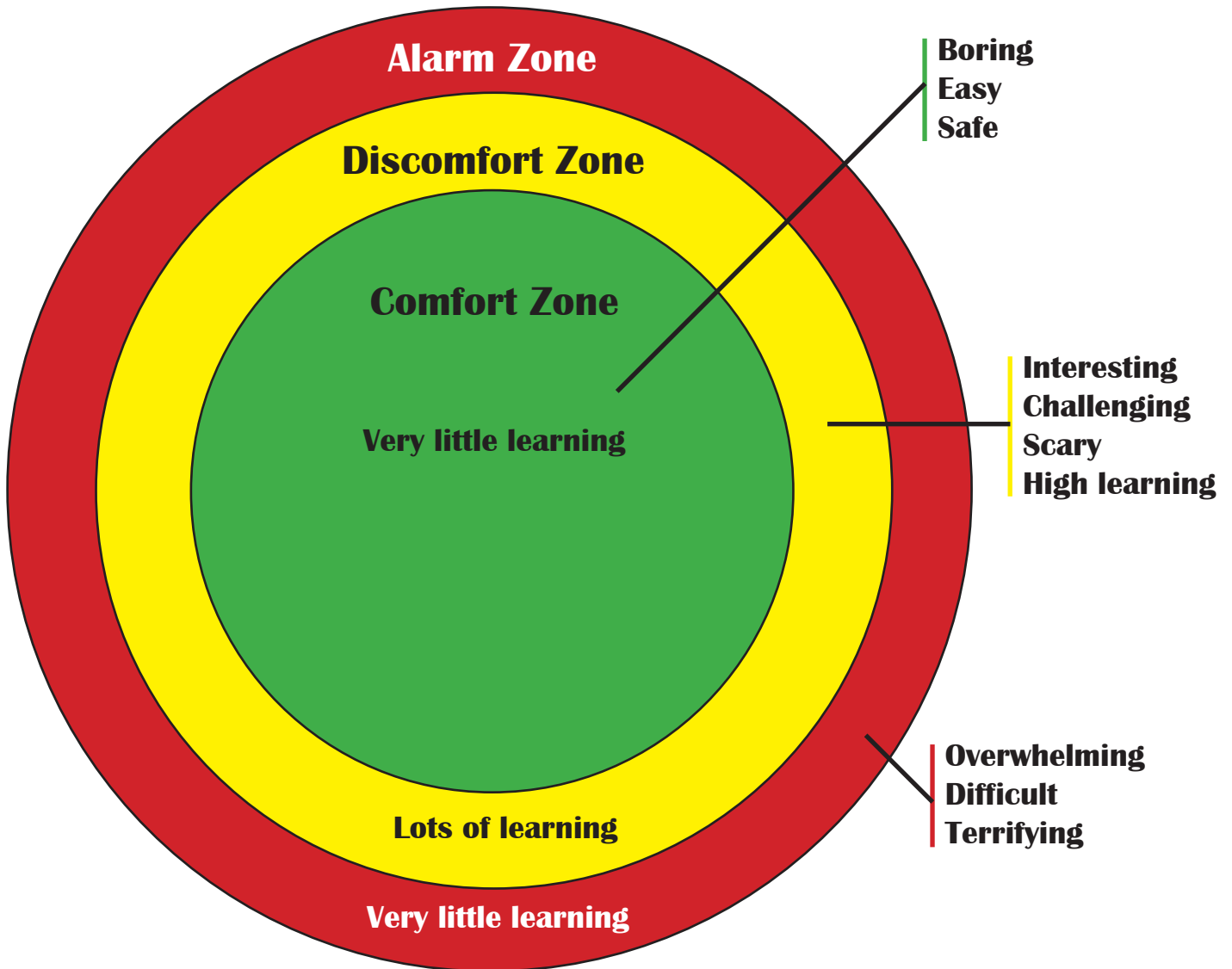
John 8: 1-11 (The woman caught in adultery)

ZOOKEEPER'S GUIDE TO CONFLICT MANAGEMENT STRATEGIES

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STRATEGY	ACTIONS	INTENT	RESULTS	WHEN APPROPRIATE	WHEN INAPPROPRIATE
<p>AVOID</p>  <p>TURTLE</p>	<ul style="list-style-type: none"> unassertive & passive does not define conflict or find solutions denial or withdrawal 	<ul style="list-style-type: none"> stay out of conflict be neutral avoid tension or discomfort 	<ul style="list-style-type: none"> “You lose; I lose” non-productive strategy abdicates responsibility produces great frustration 	<ul style="list-style-type: none"> problem not your responsibility problem relatively insignificant participants too fragile & insecure differences too irreconcilable 	<ul style="list-style-type: none"> the issue is very important the issue will not disappear, but continues to build
<p>ACCOMMODATE</p>  <p>KOALA</p>	<ul style="list-style-type: none"> embrace everyone sacrifice self & accept blame to bring peace 	<ul style="list-style-type: none"> preserve superficial peace within groups or opposing parties at any cost peace more important than work or goals 	<ul style="list-style-type: none"> “You win; I lose” eventually feels like a doormat allows those who get their way to believe their ideas are superior 	<ul style="list-style-type: none"> problem not too significant when unsure about own ideas in a weak position considering other solutions 	<ul style="list-style-type: none"> if reluctance may lead to evasion of an important issue when others are ready & willing to deal with issue
<p>COMPETE</p>  <p>RHINO</p>	<ul style="list-style-type: none"> assertive & domineering uses smooth diplomacy and/or raw power their way is the only way 	<ul style="list-style-type: none"> win at all cost believe their ideas, values, & goals are supreme can't let people stand in their way 	<ul style="list-style-type: none"> “You lose; I win” possible short-term gain creates polarization among the parties in conflict 	<ul style="list-style-type: none"> when a quick or unpopular decision must be made individual's survival depends on it 	<ul style="list-style-type: none"> loser has no way to express needs, thus causing more problems in the future destroys others to get way
<p>COMPROMISE</p>  <p>FOX</p>	<ul style="list-style-type: none"> subordinate personal desires for common good of all parties and/or organization seek creative, effective compromise 	<ul style="list-style-type: none"> can't satisfy everyone fully make all parties partially satisfied preserve relations 	<ul style="list-style-type: none"> “You win some; I win some” may give up the “best” often achieves the “good” 	<ul style="list-style-type: none"> goals of all parties valid differences not worth fighting over time doesn't allow for deeper solutions 	<ul style="list-style-type: none"> position of either party unrealistic solution too watered down commitment is doubted by those involved
<p>COLLABORATE</p>  <p>DOLPHIN</p>	<ul style="list-style-type: none"> assertive but also flexible promotes mutual respect, open communication, & full participation by everyone involved 	<ul style="list-style-type: none"> achieve a “win” solution for all parties not to avoid conflict but to turn it into a positive, problem-solving process 	<ul style="list-style-type: none"> “You win; I win” benefits everyone leads to honest clarification of issues shared decision-making & implementation 	<ul style="list-style-type: none"> in most conflicts when long-term goals & relationships are involved when maturity & patience are available 	<ul style="list-style-type: none"> when conditions & time are too short when the commitment & abilities are not present

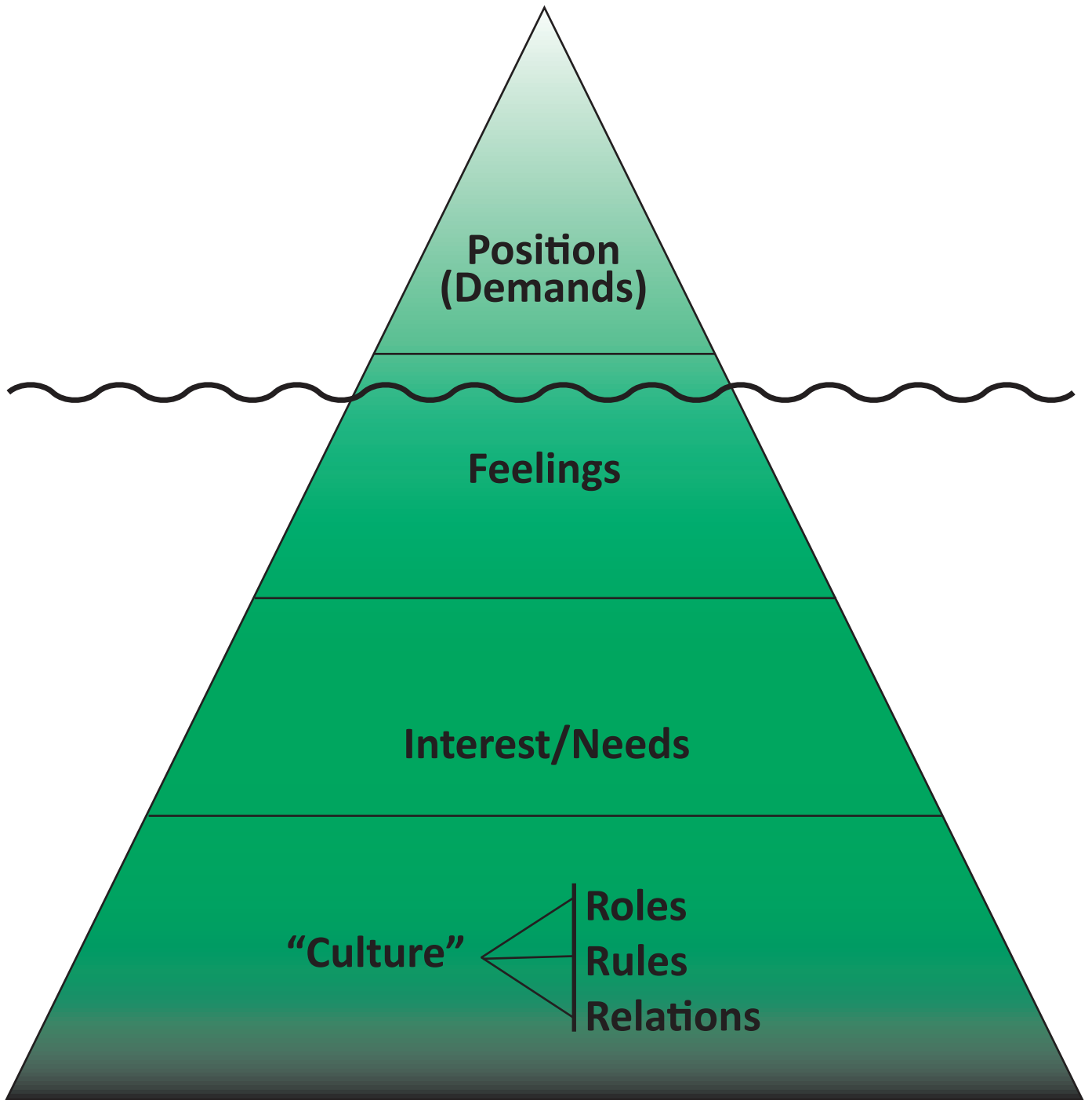
Zones of Comfort



Source: Training for Change • www.trainingforchange.org

What's Below the Surface?

Positions vs. Feelings, Interests, Culture



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