

TEN RULES FOR PRODUCTIVE CONFLICT - W. Scott Plavnick

“Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen.” Ephesians 4:29

1. Ask yourself, "Will my statement calm the situation... or escalate tension?"

Drop or rephrase the statement if necessary.

“ Let the peace of Christ rule in your hearts...” Colossians 3:15, Proverbs 15:1

2. Always speak in love.

Say only what will build up. 1 Corinthians 13

3. Always speak the truth.

Don't stretch the truth to make your point or win the argument. Ephesians 4:15

4. NEVER use absolute statements, such as "You never..." or "You always..."

5. Keep statements on the topic, not aimed at each other.

No character attacks. Ephesians 4:26

6. Allow the other person space to change his/her mind. Proverbs 17:9

Ecclesiastes 7:21-22

7. Be aware that what you thought you heard... may not be what he or she meant.

Use, "What I am hearing you say is..." and, "Do you mean...?"

Work toward mutual understanding. Proverbs 18:13

8. Take responsibility for your own thoughts and feelings.

Not, "You made me mad when..." but "I felt mad when..."

Not, "Of course _____" - as if it was a undisputable fact,
but, "I think..."

9. Allow each other and yourself time to cool off. Proverbs 29:11

You may need to make an appointment to finish the discussion when you are both calm and rested.

10. Deal with each point of conflict as they come up.

Don't gunny sack and dump truck.

Ephesians 4:26 "In anger, do not sin: Do not let the sun do down while you are still angry, and do not give the devil a foothold."

¹⁷Do not repay anyone evil for evil. Be careful to do what is right in the eyes of everybody.

¹⁸If it is possible, as far as it depends on you, live at peace with everyone.

¹⁹Do not take revenge, my friends, but leave room for God's wrath, for it is written:

‘It is mine to avenge; I will repay,’ says the Lord.

²¹Do not be overcome by evil, but overcome evil with good.”

Romans 12:17-19

See Matthew 5:23-24 and Matthew 18:15-17