



**Ephesians 4:26-27(NLT)** <sup>26</sup>And “don’t sin by letting anger control you.” Don’t let the sun go down while you are still angry, <sup>27</sup>for anger gives a foothold to the devil.

Attitudes for Resolving Conflict

1. Golden Rule
2. Stay calm
3. Active Listening
4. Be Assertive
5. Don’t accuse
6. Avoid “always” & “never”
7. Think & speak (don’t react)
8. Big Picture (on same team)
9. Don’t keep score
10. Let go of the past

Steps for Resolving Conflict

1. Time Out
2. Define the Real Problem
3. Repent & Forgive
4. List past attempts & review them
5. Brainstorm solutions & examine
6. Try a solution
7. Define roles (how each will work...)
8. Review progress
9. Reward each other’s progress