

A MODEL FOR ASSESSING AND ADDRESSING CONFLICT

1. Give your congregation's conflict a name: _____

2. When did this congregational conflict begin? How? [NOTE: this may not be obvious, and it may precede you]
WHEN? _____ HOW? _____

3. Who were the key originating players or groups of this conflict? [NOTE: dig past the obvious *and* avoid scapegoating]
WHO? _____ ROLE? _____
WHO? _____ ROLE? _____
WHO? _____ ROLE? _____
WHO? _____ ROLE? _____

4. What roles am I playing in the congregation's conflict and why am I playing them?
 - A. _____ WHY? _____
 - B. _____ WHY? _____
 - C. _____ WHY? _____
 - D. _____ WHY? _____
 - E. _____ WHY? _____

5. Who else is playing a role and why? [NOTE: name names and groups, whether their influence is positive or negative]
WHO? _____ WHY? _____
WHO? _____ WHY? _____

6. What is my role in the resolution process? [NOTE: Think twice before you decide you should facilitate this process!]
 - A. _____ WHY? _____
 - B. _____ WHY? _____
 - C. _____ WHY? _____

7. Who needs to be part of the resolution process and why?

WHO? _____	WHY? _____

8. What knowledge, skills, &/or resources will each one need to acquire for the resolution process to be successful?

WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____
WHO? _____	WHY? _____	WHEN? _____

9. How will I ensure each person gets the training and resources s/he needs?

RESOURCE? _____	HOW? _____

10. What knowledge, skills, and/or resources do I need and when will I acquire them?

WHAT? _____	WHY? _____	WHEN? _____
WHAT? _____	WHY? _____	WHEN? _____
WHAT? _____	WHY? _____	WHEN? _____
WHAT? _____	WHY? _____	WHEN? _____
WHAT? _____	WHY? _____	WHEN? _____

11. How will I support those working toward resolving the congregation's conflict?

WHO? _____	HOW? _____

12. How will I support the congregation's resolution process?

- A. I will support the congregation's leaders _____
- B. _____
- C. _____
- D. _____
- E. _____

13. What kind of support will I need, who (*outside the church and my family*) will I ask, and when will I ask them?

WHAT? <u>Prayer</u> _____	WHO? _____	WHEN? _____
WHAT? _____	WHO? _____	WHEN? _____
WHAT? _____	WHO? _____	WHEN? _____
WHAT? _____	WHO? _____	WHEN? _____
WHAT? _____	WHO? _____	WHEN? _____

14. What are my next five steps and when will I take them?

- A. _____ WHEN? _____
- B. _____ WHEN? _____
- C. _____ WHEN? _____
- D. _____ WHEN? _____
- E. _____ WHEN? _____

15. What one nice thing will I do for myself TOMORROW?
