

HAPPY FAMILY BIBLE SEMINARS INTERNATIONAL  
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Waveney & Gordon Martinborough

Seminar C2: Participant  
SEVEN STEPS FOR RESOLVING CONFLICTS

Conflicts are inevitable! However the success of any relationship - be it at home, on the job, at school, in church or in the community - depends on resolving conflicts effectively.

**Step # 1: Speak Wisely.**

Colossians 4:6 says, "Let your speech always be with \_\_\_\_\_, seasoned with \_\_\_\_\_ that you may know how you ought to answer each one."

**A. Kathy Should Identify the \_\_\_\_\_ Problem.**

Example: "Carl, I have a problem with the use of this money!"

**B. Kathy Should Express Her True \_\_\_\_\_.**

1. Some feeling words are angry, disappointed, \_\_\_\_\_.
2. Jesus expressed His true feelings when He said, "My soul is exceedingly \_\_\_\_\_." Matthew 26:38a.

**C. Kathy Should State Clearly What She \_\_\_\_\_.**

Jesus did so. He continued, "Stay here and watch with Me." Matthew 26:38b.

**D. Kathy Should Use " \_\_\_\_\_ " Statements.**

1. **Negative** "You" statements
  - a. Blame you for my feelings.
  - b. Point the finger at \_\_\_\_\_.
  - c. Promote war!
2. **Positive** "I" statements
  - a. Express how I feel.
  - b. Point the finger at \_\_\_\_\_.
  - c. Promote peace.

**Collective Activity: Changing "You" statements to "I" statements**

**Step # 2: Listen Actively**

James 1:19 says, "Let every man be swift to \_\_\_\_\_, slow to speak, slow to wrath." While Kathy is talking there should be no interrupting, explaining, or defending, just listening.

**A. Carl Should \_\_\_\_\_ What Kathy is Saying.**

1. Maintain good \_\_\_\_\_ contact
2. Use positive \_\_\_\_\_ language

**B. Carl Should \_\_\_\_\_ Kathy's Feelings**

1. Try to get 100% of the message
  - a. Actual words is only \_\_\_\_\_ %
  - b. Tone of voice gives \_\_\_\_\_ %
  - c. Body language conveys \_\_\_\_\_ %
2. Christ was an active listener. Luke 5:8-10

**C. Carl Should C \_\_\_\_\_ Kathy's Message**

1. This means \_\_\_\_\_ the message using different words
2. It assures the one that the other was listening.

**D. To Confirm, Carl Should Use "R\_\_\_\_\_ - \_\_\_\_\_"**

Example: "So you are saying that..."

**Pair Activity: "I" statements and "Re-statements"**

- a. Individually, write an "I" statement for Kathy. Use the same scenario.  
" \_\_\_\_\_ "
- b. Now write a "Re-statement" for Carl " \_\_\_\_\_ "
- c. Form Pairs & Role play. Say your statements to each other.

**Step # 3: Exchange Gracefully**

1. Philippians 2:3, 4 says, "Let each esteem others \_\_\_\_\_ than himself. Let each of you look out not only for his own interests but also for the interests of \_\_\_\_\_."
2. Like a coin or dollar bill, each issue has two sides.
3. In fact there are \_\_\_\_\_ sides: your side, my side and the \_\_\_\_\_ side!
4. We have heard Kathy's side. Now let's hear Carl's side.

**Pair Activity: Exchange**

- a. Carl should speak with "I" Statements.
- b. Kathy should listen and respond with "Re-statements."

**Attention!** This is the first cycle of communication: Talking, Listening and Exchanging. However in real life we may need a \_\_\_\_\_ cycle or even a third cycle of Talking, Listening and Exchanging!

**Step # 4: Create a Win-Win Solution**

1. The text for "Win-win" is Romans 12:10. "Be kindly affectionate to one another with brotherly love, in honor giving \_\_\_\_\_ to one another."
2. "Win-win" means: You satisfy my needs and I satisfy \_\_\_\_\_ needs.
3. When each tries to please the other we will create a compromise or \_\_\_\_\_ Agreement.
4. This agreement is called a "Win-win" Solution.
5. The plan should be practical and \_\_\_\_\_, stating what each one would do.

**Group Activity: “Win-win” Solution.**

- a. Two Pairs form one group.
- b. Each group should create one specific “Win-win” solution for Kathy and Carl. Use this **same** scenario.

**Step # 5: Say “I Am Sorry. Please Forgive Me”**

1. The easy question is, “Where was my partner wrong?” But the important question is, “Where was \_\_\_\_\_ wrong?”
2. Very seldom is one 100% right and the other 100% wrong!
3. However small may be my wrong, I should confess it and ask for \_\_\_\_\_.
4. James 5:16a says, “\_\_\_\_\_ your faults one to another.”
5. Who should say “I am sorry first”? \_\_\_\_\_.

**Step # 6: Pray with and for Each Other**

1. “Confess...and \_\_\_\_\_ one for another, that you may be healed.”
2. We ask God to pardon the past and \_\_\_\_\_ the future as we implement our plan.
3. Remember: Every home is a battleground, Christ versus Satan!
4. While Satan brings strife, hurt and sadness, Christ brings peace, healing and happiness.

**Step # 7: Love the Other as Christ Loves Me**

1. One of the most touching stories of Marital Reconciliation is that of Hosea and his wife \_\_\_\_\_.
2. While the wandering Gomer represents us, the loving Hosea represents God.
3. Hosea forgave Gomer, redeemed her, and was reconciled to her.
4. That’s what Christ did for each of us on the Cross of Calvary!
5. Then He gives us the command: “As I have loved you that you also love one another.” John 13:34.

**MY COMMITMENT**

1. What conflicts are you facing in your family at present?
2. Are you willing to truly communicate by talking wisely and listening actively?
3. Are you ready to create a “win-win” solution?
4. Are you willing to love as Christ loves you?

**Coming up! Eight Things Everyone Should Know About Sex**