

BUSINESS FAITH GROUPS

Resolving Conflict

Genesis 16:1-16

I. SESSION OVERVIEW

- Genesis 16:1-6
- Discovery | Family Dysfunction has generational impact
- Business Application | Resolving Conflict

II. REVIEW (30m)

- Personal Catchup
- Review last month's outcomes
- Open in Prayer

III. DISCOVERY

- Read Genesis 16:1-16 (shared reading)

Context/ Abraham & Sarah have landed in Canaan. They have been given the promise of children and too numerous to count. Yet they are not convinced of this promise because of their age.

What jumps out at you?

- Give each an opportunity to share what they discovered as you keep it a conversation integrating your insights and their discoveries.

IV. AREA CHAIR INSIGHTS (30M)

1. The Wait

They've been waiting 10 years on getting pregnant. They kept their end of the bargain—and moved to Canaan. Yet she borne no children.

Do you ever think that way towards God?

- Saga of infertility (10 years) they waited.
- Infertility unfolds in a series of monthly disappointments not one sentence
- She didn't want to wait any longer so she made a decision to raise someone else's kid thru her husband. Go sleep with my slave. v2 "Perhaps I can have a family through her"

Faith grows in wait, but also faith goes to die when we take into our own hands

Q- Have you been waiting on something for years? And how is that going??

2. Political & Power System

Whenever two or more people work together, there is a power or political system. And, the complexity of these politics increases with the number of people involved.

Workplace politics can include Office Politics, Corporate Politics or Organizational Politics. Whatever the category, successful navigation in these environments requires care and skill. Political savvy is an essential leadership competency. And Abraham failed to lead well through this Political system.

Hagar's Relational Power Dynamics shift with Sara
Slave => Sharing Abraham (we're equals) => Pregnant (above you, superior producing something you can't)
As a result, expectations shift as well.

3. Tensions Build

- Mean- Sara blames Abraham for what he did and takes it out on Hagar. Hagar didn't have a choice (to sleep with the boss or not)
- Passive-Abraham doesn't lead and discuss but blames Hagar.
- Condescending- Hagar doesn't rec Abraham's support of her or act like a firewall for Hagar but let Sara's anger unload on Hagar

Breaking Point for Hagar;

Q-How do they each respond to their circumstances?

Q-How does God respond to the characters in the passage?

When we experience excessive stress from an external circumstance a bodily reaction is triggered called the "fight or flight" response. When our fight or flight system is activated, we tend to perceive everything in our environment as a possible threat to our survival. We either defend & protect ourselves in fight or we run away from the conflict.

Hagar was being mistreated by Sarai because she was jealous over her pregnancy. She was miserable and reacted in a way that many of us do- she ran from her conflict.

Q-How do you typically respond in these situations?

4. Faith Encounter

Alone, Pregnant, in a Desert V9-12

Then an Angel (many think it was Jesus) Calls her by name. He has her where He wants readying her heart to receive from God. Angel gave her a vision that good can come from hardship.

In Hagar's case, He was saying she didn't belong on a side of the road near a spring in the desert right now but her purpose was to birth her son and a nation (Islam) despite her feelings. God works on multiple planes connecting each of us as a piece in His bigger puzzle.

It takes courage to go back.

It takes humility to submit.

It takes trust, obedience and faith in a sovereign God to release our place in life.

This is a faith walk. She has an encounter with Christ.

And your reward for this may be the encouraging words in verse 10 when He says, "He will bless you for it in ways too numerous to count".

Angel asked "Where you come from? Where are you going?"

Q- How about you—Are Running from your past? Are you Running from God?

Conflict can help you get to the place you need to be. She found herself in a place of faith.

A God who sees me v13

He Sees Me....

In his silence, God is working. Ishmeal means "God Hears"

She felt Empathy, belonging. How powerful is that! God of creation notices me.

Interested in me. Values me.

When we are grieving, we may feel like we are in the desert. Yet it is when we are there that we can see God clearly. Hagar realized that while she was in the desert. She said, "I have now seen the One who sees me" (Genesis 16:13).

In our grief, we can clearly see God because He meets us in the desert to provide guidance and comfort.

God does not abandon us. While our family and friends may abandon us, God stays with us every step of the way. In John 14:18, Jesus promised, I will not leave you as orphans; I will come to you.

V. WRAP

- Why might people not trust God during a season of waiting?
- When was the last time you felt seen by God, and what did that look like?
- What is one thing you can do this week to remember God is good and can be trusted in whatever space you are in?

BUSINESS APPLICATION

I. SESSION OVERVIEW

- Business Application | Resolving Conflict in workplace
- Tool
- Outcome/ Establish a cultural process that fights for your people's highest good

II. CONTEXT

- We discussed the Dysfunctional Relationships of all 3 in the story Gen 16.
- How to we leverage Tension for positive energy in the workplace?
- Do you have a good Conflict Resolution Process in play?

Review the "Know Yourself (Infinity Loop Tool) for self-awareness of your tendencies & patterns as a leader.

- Our tendencies are nature, nurture, and choices which form patterns on how we see things, respond, and make decisions.
- Every decision has a consequence which results in a reality.
- Every person in your company carries a unique view on themselves

This is helpful to understanding you and your team and serve as points of entry in working together.

In my experience, any leadership position is about managing tensions.

1/ Organizational tensions with one's people, teams and mission.

Organizational tensions exist as programs compete, multi staff teams work together, capacity both in terms of dollars and staffing have to be managed to make the best missional decisions.

2/ Tensions within oneself. This one is perhaps the most neglected because it forces on to be constantly honest with ourselves as people and as leaders.

Q- How do you balance tensions within self? Family? at Work?

III. TOOL/ Conflict Resolution Process

Q- Each share their current Conflict Resolution Process. Do you have one?

Conflict Resolution Process Tool/

This PDF is a powerful visual tool and language that helps us address this natural tendency of talking about others instead of directly addressing the issue with them.

Let's imagine that person one has an issue with person two. What we want to establish is a vocabulary that emphasizes going directly to person two. We approach them and say, "When you said that in the meeting, it deeply offended me," and give them an opportunity to respond. In most cases, person two wasn't even aware they had done something to annoy person one. So, person two expresses gratitude that person one didn't go and complain to someone else but instead came directly to them, allowing for a chance to apologize and move forward. This approach actually strengthens the relationship and reinforces a culture where going to the source is valued.

However, there are times when person one, or even ourselves, may be tempted to go to person three and complain about person two's actions. Person three plays a crucial role in this process, as they have a choice to act as a conduit or a firewall. **If person three engages in gossip and drama, entertaining person one's complaints, they become toxins within the organization, contributing to a negative environment. They are fueling the tension. They are a Conduit.**

On the other hand, if person three understands the importance of going to the source, they first ask person one, "Have you spoken to person two? Have you given them a chance to respond?" If person one replies with skepticism, saying that person two will never listen, person three reminds them of the cultural value of going to the source first. **If person two refuses to listen, then person three offers to assist in the process, but as a firewall, redirecting person one back to the source. As leaders, we need to be a firewall against tension, and we need to teach others to be firewalls rather than conduits.**

IV. TRANSCEND THE CONFLICT

When person #1 meets with person #2, the hope is to have an intentional conversation where understanding of the other (empathy) grows and both win resolving the conflict.

1. Transcend the conflict. Move towards & into the conflict use the conflict for greater advantage to rise above it and understand the differences. Then create a new outcome that both can agree on and see as better than their original desires. It gets resolved and both win.
2. Compromise. It gets resolved however both lose. They lose-lose because each gets half of what they were seeking. It is the most common play to resolve the conflict but it's not the best solution.
3. Avoidance. run away or not deal with it. Separates you but doesn't resolve it so both lose.
4. Lose. One person gives in to lose so frustrations linger.
5. Win. Both compete to win the argument (convince, manipulate, power-play) but only one does. The conflict is unresolved and often additional tensions develop.

When we add stress, pressure, life to our opposites we default to a winning conflict (what is right about my position and what is wrong with your position) instead of a transcending conflict outcome.

Our humanness, sinfulness, etc has us building arguments of this is right and that is wrong. Our world is accepting conflict instead of learning to grow thru understanding and transcending.

V. WRAP

Resolving conflict is a critical need for everyone. Use these tools to help you resolve it where both parties win.

Action Steps |

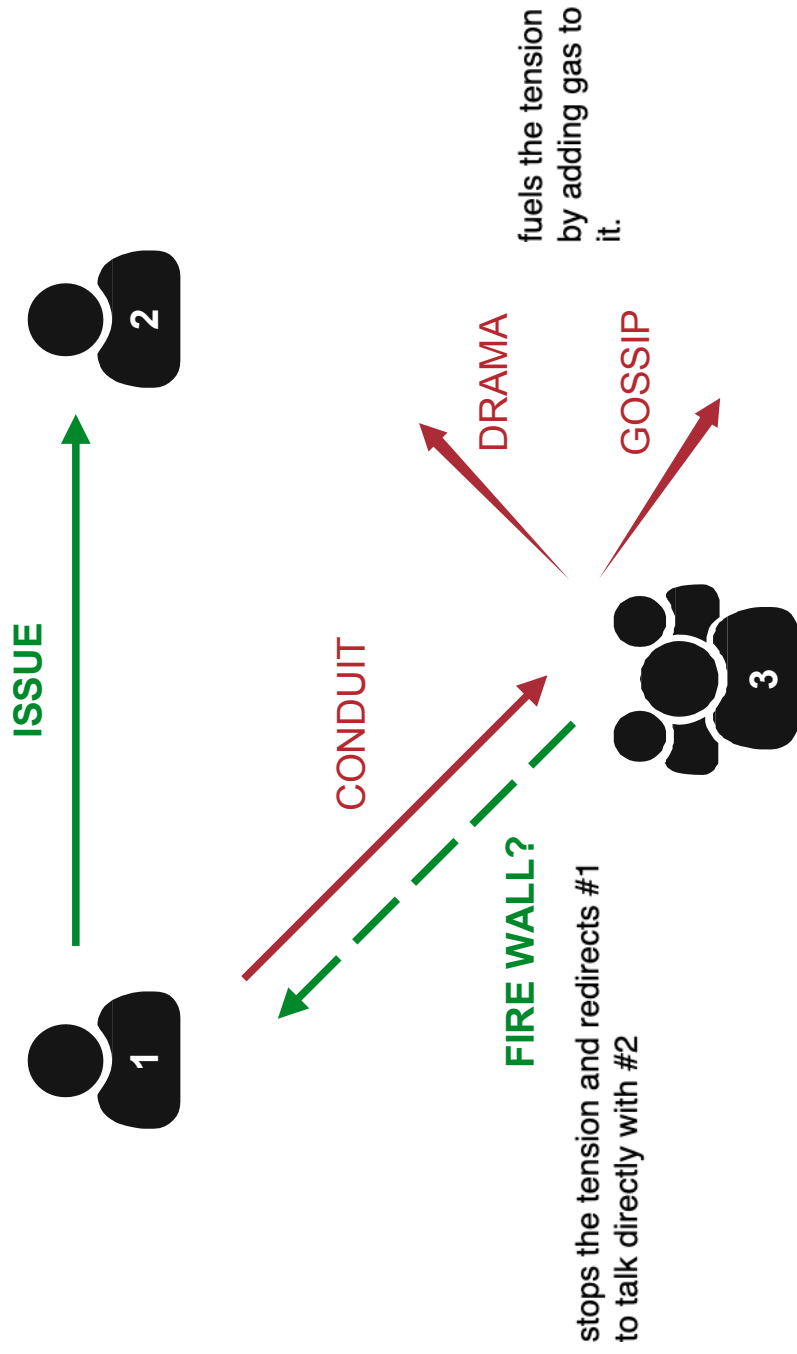
- What do you need from the group to be intentional and put these tips into practice?
- This month focus is on building a culture of resolving conflict in healthy ways.
- Use language and model being a firewall and giving your people the tools to put the relationship > solution in resolving conflicts.

GOALS |

- Ask each for their goals from this meeting to the next.
- Commit to prayer & supporting each other.

Name	Business	Personal	Faith
First Name		Strength training	Integration
First Name	LT/Culture	Running (alarms)	Listening to Him
Jon	Culture	Intentionality	Consistency
Kevin	Culture	Intentionality	Consistency
Brad	Culture	Leading the Family	Intentionality
First Name	Culture	Strength thru surgery; leverage time	Trusting Him

CONFLICT RESOLUTION PROCESS



CONFLICT RESOLUTION PROCESS

CONVERSATION GOALS BTWN #1 & #2

- 1/ Transcend the conflict. A new position where both win.
- 2/ Compromise the conflict. Resolved but both lose.
- 3/ Avoid the conflict. Both lose because it never gets resolved.
- 4/ Lose the conflict. Unresolved and lingers.
- 5/ Win the conflict. Unresolved but you selfishly got your way.

