

Conflict Resolution and Volunteers



Please print these pages and complete them as you go through the eLearning course.

What you will learn:

- Why it's so important to resolve conflict
- Sources of conflict
- Who's responsible to resolve conflict
- Models for resolving conflict in a biblical way

Reflection Question

Can you think of any key Bible characters who experienced conflict? Make a list.

Why it's important to resolve conflict

Fill in the blanks and answer the questions as you complete the course.

1. _____ is close to God's heart.
 - a. Unity among believers is a powerful _____ to unbelievers.
2. Unresolved conflict on your team may _____ your OCC ministry.
 - a. If we gain thousands more shoeboxes and yet have deep _____ on our team, ultimately, we're not _____.
3. If we don't resolve it, the conflict will _____.
4. Volunteers _____ or act out when conflict is unresolved.

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Reflection Questions

What are some reasons conflict arises? _____

If you are in conflict with someone right now, what would you identify as the source of the conflict? _____

Reasons Conflict Occurs

Fill in the blanks and answer the questions as you complete the course.

1. Some common reasons why conflict occurs:
 - a. Misunderstanding
 - b. Unclear _____
 - c. Projection—We expect that everyone should act or behave like we do.
 - d. Internal conflicts lead to _____ conflicts
 - e. _____ warfare
 - f. Gossip
 - g. Sin and _____
 - h. Miscommunication
 - i. Poor _____
 - j. Leaders don't _____ through

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Reflection Question

Do any of the reasons for conflict describe the source or reason for any conflict that you may be experiencing? If so, explain why. _____

Who's responsible for resolving conflict?

Fill in the blanks and answer the questions as you complete the course.

1. It is always the responsibility of a _____ to initiate conflict resolution.

Biblical Approaches to Resolving Conflict

Fill in the blanks and answer the questions as you complete the course.

1. Understand the _____ of conflict resolution.
 - a. The purpose of reconciliation is to _____ or mend relationships.
2. _____ your conflict to God.
 - a. _____ about everything.
 - b. Enter conflict with _____.
3. Go to the person in _____ first; don't go to anyone else.
 - a. If that person doesn't respond, take one or two _____ with you.

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Retracing the Process

Fill in the blanks and answer the questions as you complete the course.

1. Another approach to resolving conflict is _____ the loop.
2. When you see a volunteer performing poorly, retrace the _____ of the process.



3. Ask _____ to see where in the process you may have missed something.
4. Retracing the process brings two wonderful results:
 - a. As a leader, it causes me to extend a lot more _____ to those under my leadership.
 - b. It allows me to keep improving my _____, selecting, _____, and leading of others.

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Essential Exercises

Essential Activities (below) and Elective Practical Exercises (found on the next page) are ways for you to apply what you are learning in your Leadership Development Program coursework in real time, gaining “on the job” experience as you develop in your leadership role. These activities and exercises help align the tasks you would already be doing as a leader volunteer with what you are learning in the program.

Below you will find a list of Essential Activities to work on with your regional point of contact that relate to this particular course and your overall ministry as an Operation Christmas Child leader volunteer. You should complete each of these activities. On the next page you will find a list of Elective Practical Exercises from which you should, with the guidance of your regional point of contact, choose an additional two to three to complete.

- If you have any conflict with someone on your OCC team pray about it, try to identify the source of conflict, and follow the Matthew 18 approach to conflict resolution. If you’ve already spoken to this person, discuss next steps with your regional point of contact.
- One of the approaches you learned about in this lesson about resolving conflict was “retracing the loop.” Do you have a volunteer on your team who is not meeting your expectations? If so, retrace the five steps of the High Impact process. Can you identify some place in the process that you may have missed something? For example, should you have done something differently in the recruiting or selecting stages of the process? Has the volunteer been properly equipped? Then discuss your findings with your regional point of contact and next steps that you should take.

Elective Practical Exercises

Review the Elective Practical Exercise below with your regional point of contact. You should be prepared to discuss the exercise at your next meeting with your regional point of contact.

- Below are a list of Scripture verses that remind us of the importance of unity and God’s instructions for resolving conflict with others. Commit to memory one or two of these verses.
 - Matthew 5:9
 - Ephesians 4:3
 - Ephesians 4:26
 - James 3:18
 - Galatians 6:1
 - Romans 12:18
 - Psalm 133:1
 - Philippians 2:1-4
 - Colossians 3:15
 - 1 Thessalonians 5:13
 - Matthew 18:15
 - Psalm 34:14
 - Romans 14:19