



CONFLICT RESOLUTION

Lions and lambs

2019 Planned Giving & Trust Services Conference

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COURSE DESCRIPTION

CONFLICT RESOLUTION

Lions and lambs

PGTRS personnel face conflict almost every day, as they work with trustors, families, administration, auditors, and oversight bodies. This workshop reviews the root problems which cause conflict and then walks through the process of resolving the conflicts, including understanding ourselves and others, identifying mutual goals, and improving communication.

MICAH 6:8 (NEW LIVING TRANSLATION)

“O people, the LORD has told you what is good,
and this is what he requires of you: to **do what is
right**, to **love mercy**, and to **walk humbly with
your God.**”



What conflicts do PGTRS professionals face?

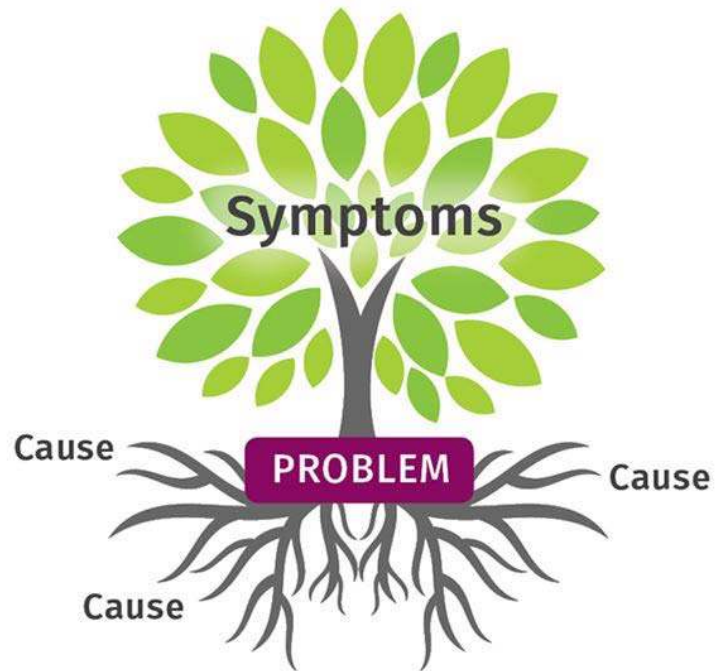


What conflicts do you face?

1. Disgruntled beneficiaries
2. Disappointed family members of trustor
3. Getting adequate funding from treasury
4. Less than optimal communication
5. Difference of opinions
6. Poor timing and unrealistic expectations

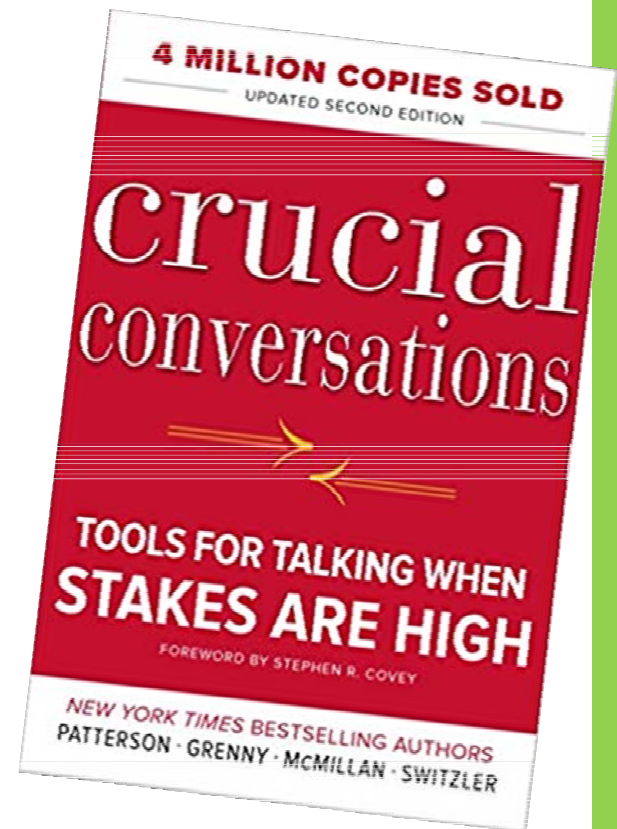
Give me examples from your experience

What is the root problem?



Premise of the book *Crucial Conversations*:

“The root cause of many, if not all, human problems lies in how people behave when others **disagree** with them about **high-stake, emotional issues.**”



Resolving the conflict –

**Understand
yourself**



Resolving the conflict –

**Understand
the
other party
(to the best of
your ability)**



Resolving the conflict –

**Establish
mutual
goals**



Resolving the conflict –

**How you
Communicate
matters!**



How you communicate matters!

1. Method of communication--their preference
2. Consistent message (content, tone, body language)
3. Separate facts from assumptions
4. Timing – no distractions
5. Listen and observe, keep dialogue “safe”
6. Follow up – who will do what by when

How do you communicate effectively?

Resources:

1. *Crucial Conversations - Tools for talking when the stakes are high* (Patterson, Grenny, McMillan & Switzler)
2. *Type Talk at Work – How the 16 personality types determine your success on the job* (Otto Kroeger with Janet M Thuesen)
3. *Building Cultural Intelligence in Church & Ministry: 10 Ways to Assess and Improve Cross-Cultural Competence in Church, Ministry and the Workplace.* (Osoba O. Otaigbe)

