

# Sermon Notes

## Dealing with difficult people – The Conversation

### Review:

#### Wrong ways to respond to conflict

1. We avoid it
2. We run from it
3. We stuff it
4. We negatively express it

It is always more rewarding and maturing to resolve a conflict than to end a relationship.

#### 1. Make the first move ASAP

- Romans 12:18 Matthew 18:15 Matthew 5:33-34 Ephesians 4:26 1 John 4:20-21

#### 2. Meet one-on-one. Don't gossip or make assumptions.

- Matthew 18:15-16
- Gossip is sharing information with someone who is not part of the solution or the problem.
- Proverbs 17:9 Proverbs 6:16,19
- "If others tell us something we make assumptions, and if they don't tell us something we make assumptions to fulfill our need to know and to replace the need to communicate. Even if we hear something and we don't understand we make assumptions about what it means and then believe the assumptions. We make all sorts of assumptions because we don't have the courage to ask questions." — Miguel Ruiz

**ASSUME**

- James 1:26

# Sermon Notes

#### 3. Acknowledge your part

- Proverbs 13:10 James 4:1-2

#### 4. Listen to understand

- James 1:19 Proverbs 18:2
- "Good listening often defuses the emotions that are a part of the problem being discussed. Sometimes releasing these emotions is all that is needed to solve the problem."  
- Janet Dunn

#### 5. Speak the truth in love

- Ephesians 4:15 Proverbs 12:18
- Truth without love is often rejected. Truth with love is often received
- The Truth Burrito
- 1 Corinthians 13:1-3 Colossians 3:8 Ephesians 4:29

#### 6. Watch your tone and speak humbly

- Proverbs 15:1 Galatians 6:1

#### 7. Focus on reconciling the relationship not a resolution

- Matthew 5:24
- What if they do not respond well? Proverbs 9:7-9

#### 8. Always take the high ground - just do the right thing.

- Romans 12:9-21

#### 9. Don't wait for an apology to forgive them

- Ephesians 4:31-32

#### This is Ministry!

- 2 Corinthians 5:18