

Running head: CONFLICT RESOLUTION PROJECT YSLI & GALM



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Yo Soy LaReina International Inc And Grace Atlantic Lighthouse Ministries is a center and it's purpose of objects and powers of the corporation are to organize, an established an intercultural, multi-racial, non-profit organizations with a goal toward establishing an entity center that seeks to reach out, to women and children of all ages, that have been abused mentally, physically, emotionally, sexually; and, due to these life challenging events need the center to provide support, encouragement, mentoring, and aide; to provide assistance in areas of food, clothing, childcare, transportation and housing as needed; and, as a community organization, we are dedicated to love those who are struggling so they can return to a life of meaning; to have the right to engage in all forms of educational and benevolent work, all for the purpose of providing a caring and benevolent entity, subject to the restrictions and limitations hereinafter set forth; to have authority to maintain, publish, print and circulate literature and other materials; to have the right to own and operate vehicles for the transportation of those affiliated with and personnel of the corporation; to use and apply the whole or any part of any real or personal property received, as well any of the income therefrom and the principal thereof exclusively for charitable, religious, scientific, literary, or educational purposes either directly or by contributions to organizations that qualify as exempt organizations under 501c3 of the Internal Revenue Code.

Conflict, arguments, and change are natural parts of our lives, as well as the lives of every agency, organization, and nation. Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement among them. The disagreement may be personal, financial, political, or emotional.

When a dispute arises at Yo Soy LaReina International and Grace Atlantic Lighthouse Ministries , often the best course of action is negotiation to resolve the disagreement.

The goals of negotiation are

- I. To produce a solution that all parties can agree to
- II. To work as quickly as possible to find this solution
- III. To improve, not hurt, the relationship between the groups in conflict

Conflict resolution through negotiation can be good for all parties involved. Often, each side will get more by participating in negotiations than they would by walking away, and it can be a way for Yo Soy La Reina International Inc and Grace Atlantic Lighthouse Ministries to get resources that might otherwise be out of reach. Here at Yo Soy LaReina International Inc and Grace Atlantic Lighthouse Ministries the following action and guide in our handbook follow :

Healthy and unhealthy ways of managing and resolving conflict	
Unhealthy responses to conflict:	Healthy responses to conflict:
An inability to recognize and respond to the things that matter to the other person	The capacity to empathize with the other person's viewpoint
Explosive, angry, hurtful, and resentful reactions	Calm, non-defensive, and respectful reactions
The withdrawal of love, resulting in rejection,	A readiness to forgive and forget, and to move

Healthy and unhealthy ways of managing and resolving conflict	
isolation, shaming, and fear of abandonment	past the conflict without holding resentments or anger
An inability to compromise or see the other person's side	The ability to seek compromise and avoid punishing
Feeling fearful or avoiding conflict; expecting a bad outcome	A belief that facing conflict head on is the best thing for both sides

Peace with God

What brings peace with God has to do with what the Gospel is. We are all sinners who have strayed away from and fallen short of His perfect standard that leaves us separated from Him: “Behold, the LORD’s hand is not shortened, that it cannot save, or his ear dull that it cannot hear; but your iniquities have made a separation between you and your God, and your sins have hidden his face from you so that he does not hear” [Isaiah 59:1-2](#). The good news is that God did not leave it there; He offered a way of salvation through the life, death, and resurrection of His Son, Jesus Christ. [John 3:16](#). “By sacrificing himself in our place on the cross, Jesus has made it possible for us to have peace with God” (Sande, 2004 page 45) .

Believing in Jesus means more than being baptized, going to church, or trying to be a good person. None of these activities can erase the sins you have already committed and will continue to commit throughout your life. Believing in Jesus means, first of all, admitting that you are a sinner and acknowledging that there is no way you can earn God’s approval by your works [Rom. 3:20](#); [Eph. 2:8-9](#). Second, it means believing that Jesus paid the full

penalty for your sins when he died on the cross [Isa. 53:1-12](#); [1 Peter 2:24-25](#). Believing in Jesus means trusting that he exchanged the records with you at Calvary that is, he took your sinful record on himself and paid for it in full, giving you his perfect record, which opens the way for peace with God. As you believe in Jesus, accept his gracious gift of salvation, and draw closer to him through the power of his Spirit, the study of his Word, the privilege of prayer, and the fellowship of his church, his peace can fill every part of your life (ibid, author's emphasis).

Peace with Others

This type of peace is also called unity, which is “the presence of genuine harmony, understanding, and goodwill toward people” (Sande, 2004 page 46). This is what immediately follows after having obeyed the second great commandment, “Love your neighbor as yourself” [Matthew 22:39](#).

Peace within Yourself

“Internal peace is a sense of wholeness, contentment, tranquility, order, rest, and security...Genuine internal peace cannot be directly obtained through our own efforts; it is a gift that God gives only to those who believe in his Son and obey his commands [1 John 3:21-24](#)” (Sande, 2004 page 46).

Jesus' Reputation Depends on Unity

What unity shows in the life of a Christian community is that you are not of this world, but you are sons of the Most High God [Matthew 5:9](#). Blessed are the peacemakers: for they shall be called the children of God. What Sande continues to point out in this chapter is the direct relevance of our Gospel witness to our unity in our relationships within the body of Christ. It is a witness to a watching world that our kind of peace is deeper, purer, and more satisfying than the cheap imitation that is constantly portrayed in the media

or at the theaters. Disunity in the church is a poor witness to our call for non-believers to come to Christ and be changed, when we don't show it ourselves. In Jesus' high priestly prayer specifically verses 20-23, he had this in mind. Jesus prayed that his followers would get along with one another. This was so important to him that he tied his reputation and the credibility of his message to how well his followers would display unity and oneness" (Sande, 2004 page 48). [Matthew 13:34-35](#), "The love Jesus commands us to show to one another has little to do with warm feelings; in fact, he commands us to show love even when it is the last thing in the world we feel like doing [Luke 6:27-28](#). It becomes so important to Jesus how we relate to one another, that to enter into a church to offer worship to God would not please Him if we knew we were not right with a brother ([1 John 4:19-21](#)).

The Enemy of Peace

In thinking of our conflicts, we must not forget the lover of conflict, Satan, which means "adversary." Among many things Satan does, what he loves to get involved in is our tension with one another:

Satan promotes conflict in many ways. Among other things, he tempts us so we give in to greed and dishonesty [Acts 5:3](#) ³But Peter said, "Ananias, why has ^xSatan filled your heart to lie ^yto the Holy Spirit and ^zto keep back for yourself part of the proceeds of the land?, he deceives us and misleads us ([2 Tim. :25-26](#)), and he takes advantage of unresolved anger ([Eph. 4:26-27](#)). Worst of all, he uses false teachers to propagate values and philosophies that encourage selfishness and stimulate controversy ([1 Tim. 4:1-3](#)). (Sande, 2004 page 51)

What Paul describes [Eph. 6:13-18](#) as weapons in our arsenal that we readily have to withstand Satan's power are: Therefore ^ptake up the whole armor of God, that you may be

able to withstand in ^qthe evil day, and having done all, to stand firm. ¹⁴Stand therefore, ^hhaving fastened on the belt of truth, and ^shaving put on the breastplate of righteousness, ¹⁵and, ^tas shoes for your feet, having put on the readiness given by the gospel of peace. ¹⁶In all circumstances take up ^uthe shield of faith, with which you can extinguish all ^vthe flaming darts of ^wthe evil one; ¹⁷and take ^sthe helmet of salvation, and ^xthe sword of the Spirit, which is the word of God, ¹⁸praying ^yat all times ^zin the Spirit, ^awith all prayer and supplication. To that end, ^bkeep alert with all perseverance, making ^csupplication for all the saints,

1. Truth
2. Righteousness
3. The Gospel
4. Faith
5. Scripture
6. Prayer

Even though we shouldn't blame Satan for all the conflicts that arise among us since we must take responsibility for wrongs we have personally committed, we tend to overlook the role Satan plays and the influence he has in leading many astray especially when Scripture reveals this to us.

Lawsuits among Believers

Peace and unity among Christians is so essential to our witness for Christ that God commands us to take unresolved legal issues to the church rather than to the civil courts. Many pastors have neglected to teach regularly on the this passage, so most Christians are completely unaware of this command or believe that it no longer applies. Worse yet, many

churches deliberately ignore this passage and do nothing to help their members settle their legal disputes in a biblical manner (Sande, 2004, p.54).

Having lawsuits among professing Christians not only shows a lack of peacemaking promoted in the church, but also a lack of help for Christians in their conflicts, as well as a further black eye to the church's testimony of Christ. What Jesus has taught about conflict in [Matthew 18:15-20](#) should serve as a launching pad of loving confronting among the body. With lawsuits, relationships can be seriously damaged, whereas the church can more readily provide and foster forgiveness and reconciliation to one another. What lawsuits resolves are issues of "awarding damages, transferring property, or enforcing a contract" (Sande, 2004 page 56), not the root cause of all conflict: our sin. Once that is dealt with, material issues become more easy to deal with.

By going to the church, our witness of Christ and His power to change sinners can draw more attention to Him than anything else. It is an evangelistic tool at our disposal: revealing the life-changing power of the Gospel to do what the world tries but simply imitates: real peace. Peace with one another, which comes from a peace with the true God of Scripture, and leads also to a peace within, since it's birth from a peace outside us, and that's the only peace that lasts.

1. Understand the situation.

Few situations are exactly as they seem or as presented to you by others.

Before you try to settle the conflict insure you have investigated both sides of the issue.

2. Acknowledge the problem.

I remember an exchange between two board members. One member was frustrated with the direction the organization was taking. He told the other, "Just

don't worry about it. It isn't that important." Keep in mind what appears to be a small issue to you can be a major issue with another. Acknowledging the frustration and concerns is an important step in resolving the conflict.

3. Be patient and take your time.

The old adage, "Haste makes waste," has more truth in it than we sometimes realize. Take time to evaluate all information. A too-quick decision does more harm than good when it turns out to be the wrong decision and further alienating the individual involved.

[How to Deal with Your Difficult People](#)

4. Avoid using coercion and intimidation.

Emotional outbursts or coercing people may stop the problem temporarily, but do not fool yourself into thinking it is a long-term solution. Odds are the problem will resurface. At that point not only will you have the initial problem to deal with, but also the angry feelings that have festered below the surface during the interim.

5. Focus on the problem, not the individual.

Most people have known at least one "problematic individual" during their work experience. Avoid your own pre-conceived attitudes about individuals. Person X may not be the most congenial individual or they may just have a personality conflict with someone on your staff. This does not mean they do not have a legitimate problem or issue. Focus on identifying and resolving the conflict. If, after careful and thorough analysis, you determine the individual is the problem, then focus on the individual at that point.

[How to Manage Employee Conflicts in a Small Business](#)

6. Establish guidelines.

Before conducting a formal meeting between individuals, get both parties to agree to a few meeting guidelines. Ask them to express themselves calmly and unemotionally as possible. Have them agree to attempt to understand each other's perspective. Tell them if they violate the guidelines the meeting will come to an end.

7. Keep the communication open.

The ultimate goal in conflict resolution is for both parties to resolve the issue between themselves. Allow both parties to express their viewpoint, but also share your perspective. Attempt to facilitate the meeting and help them pinpoint the real issue causing conflict.

Act decisively.

Once you have taken time to gather information, talked to all the parties involved, and reviewed all the circumstances, make your decision and act. Don't leave the issue in limbo. Taking too long to decide could damage your credibility and their perception of you. They may view you as either too weak, too uncaring, or both, to handle the problem. Not everyone will agree with your decision, but at least they will know where you stand. Being able to manage and relieve stress in the moment is the key to staying balanced, focused, and in control, no matter what challenges you face. If you don't know how to stay centered and in control of yourself, you will become overwhelmed in conflict situations and unable to respond in healthy ways.

1. Accurately read another person's nonverbal communication
2. Hear what someone is really saying
3. Be aware of your own feelings
4. Be in touch with your deep-rooted needs

5. Communicate your needs clearly

One may be so used to being stressed that you're not even aware you are stressed. Stress may be a problem in your life if you identify with the following:

1. You often feel tense or tight somewhere in your body
2. You're not aware of movement in your chest or stomach when you breathe
3. Conflict absorbs your time and attention

Emotional Awareness

Emotional awareness is the key to understanding yourself and others. If you don't know how you feel or why you feel that way, you won't be able to communicate effectively or resolve disagreements. Although knowing their own feelings may sound simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. One's ability to handle conflict, however, depends on being connected to these feelings. If afraid of strong emotions or if one insists on finding solutions that are strictly rational, your ability to face and resolve differences will be limited. Emotional awareness, the consciousness of your moment-to-moment emotional experience and the ability to manage all one's feelings appropriately, is the basis of a communication process that can resolve conflict.

Emotional awareness helps you to

1. Understand what really troubles other people
2. Understand yourself, including what is really troubling you
3. Stay motivated until the conflict is resolved
4. Communicate clearly and effectively

5. Interest and influence others

In conclusion, Yo Soy LaReina International and Grace Atlantic Lighthouse Ministries, found that in workplace conflicts, differing needs are often at the heart of bitter disputes, sometimes resulting in broken deals, fewer profits and lost jobs. When you can recognize the legitimacy of conflicting needs and become willing to examine them in an environment of compassionate understanding, it opens pathways to creative problem solving, team building, and improved relationships.

As a community organization and church we will follow reconciled to God by the death and resurrection of Jesus Christ, we believe that we are called to respond to conflict in a way that is remarkably different from the way the world deals with conflict. We also believe that conflict provides opportunities to glorify God, serve other people, and grow to be like Christ. Thus, in response to God's love and in reliance on his grace, we commit ourselves to respond to conflict according to the following principles here at Yo Soy Lareina International Inc and Grace Atlantic Lighthuse Ministries.

Glorify God, As an alternative of focusing on our own requirements or dwelling on what others may do, we will delight in the Lord and bring him praise by depending on his forgiveness, wisdom, power, and love, as we seek to faithfully obey his commands and uphold a loving, merciful, and forgiving attitude.

Get the Log out of Your Eye, As an alternative of accusing others for a conflict or resisting correction, we will trust in God's mercy and take responsibility for our own involvement to conflicts confessing our sins to those we have wronged, asking God to help us change any attitudes and habits that lead to conflict, and seeking to repair any harm we have caused.

Gently Restore, As an alternative of pretending that conflict doesn't exist or talking about others behind their backs, YSLI and GALM will oversee minor offenses, or we will talk personally and graciously with those whose offenses seem too serious to overlook, seeking to restore them rather than condemn them. Once a conflict with a Christian brother or sister cannot be resolved in private, we will ask others in the body of Christ to help us settle the matter in a biblical manner.

Go and be reconciled, As an alternative of accepting premature compromise or allowing relationships to wither, we will actively pursue genuine peace and reconciliation forgiving others as God, for Christ's sake, has forgiven us, and seeking just and mutually beneficial solutions to our differences. By God's grace, we will apply these principles as a matter of stewardship, realizing that conflict is an assignment, not an accident. YSLI and GALM will remember that success in God's eyes is not a matter of specific results, but of faithful, dependent obedience. And we will pray that our service as peacemakers will bring praise to our Lord and lead others to know His infinite love.

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