

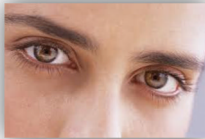





MEDIATION WORKSHEETS



OUR PROCESS

	<p>Disciple-making Perspective: Our goal today is to help you reach a mutually satisfying agreement, but beyond that, our goal is to begin equipping you to help others through their conflicts.</p>
	<p>Listen to the Story: We will give both parties the opportunity to tell what has happened in this conflict from your perspective without interruption.</p>
	<p>Clarify the Conflict: We will explore the causes of the conflict and the responses of each party up to now. We will agree upon a list of issues that need to be resolved and how to prioritize those issues for action.</p>
	<p>Understand the Heart: The Bible teaches that conflict is rooted in the desires of our hearts that have been frustrated. So we will use an organized process in order to come to a mutual understanding of what is fueling this conflict.</p>
	<p>Plan Biblical Action: God's will is for people to live in true peace with one another, and His Word, the Bible, is rich with guidance to evaluate our hearts and to determine what steps we can take to resolve conflict. We'll seek to take as many of those steps as we can right here today, and we'll agree upon a plan to tackle anything that remains to be done.</p>
	<p>Follow Jesus in Trust and Obedience: We know that living in true peace with others is difficult. That's why we're here! We will help each party find God's help and guidance in order to apply truth to our lives and live by it so that our relationships are characterized by lasting peace.</p>

GROUND-RULES

We have already agreed to join in a process together in an attempt to resolve the conflict facing us. Let's now agree on a simple code of conduct which will help us toward resolution.

Suggested Ground-Rules

1. Respect We will speak with respectful words and tones (Ephesians 4:29).
2. Listening We will not interrupt one another. We will seek to not assume motives.
3. Note-taking Note-taking is allowed and encouraged.
4. Breaks Breaks are allowed – to use the restroom, clear one's thinking, stretch muscles, etc.
5. Caucus Mediators may call a caucus (technical term for a private discussion / huddle / timeout)
 - Caucuses are used for individual parties and mediators to meet privately with one another.
 - Mediators may call a caucus at any time. Parties may request a caucus with the mediators.
 - If a caucus is called, mediators will meet with both parties individually and may touch base with one another privately.
 - Mediators will be careful to maintain confidentiality of the discussion.
6. Truthfulness We will not lie to one another, including hiding pertinent information.
7. Quitting If a party chooses to end the mediation, it must be done respectfully.

Other Ground-Rules

If you'd like to suggest additional ground-rules, please do so. If all parties agree, we'll use them.

LISTEN TO THE STORY

Opening Statements (What is this conflict about and what needs to be done to resolve it?)

Storytelling

- Both parties will have opportunity to fully share their story.
- The goal of storytelling is to gather information so that everyone can better understand what has happened, how it has affected us, and what can be done to resolve the conflict.
- Reminder: Story listening can be painful and frustrating.
 - People frequently experience the same events very differently and recall certain circumstances and situations in very different ways. If you find yourself disagreeing with the other person's story, you are encouraged to take notes so that you can share your perspective when your turn comes.
 - Sometimes our stories bring up strong emotions. If needed, mediators are here to help handle those emotions appropriately.

What has happened, and how has it affected you?

Notes Space:

CAUSES OF CONFLICT

Misunderstandings

- **Explanation:** Because we don't know everything, and because of imperfect communication, we easily fall into misunderstandings. We THINK we've been clear about what we want, what our roles or responsibilities are, where we'll meet, how much something will cost, etc., but what WE thought was NOT what the other person thought.
- **Biblical Example:** In Joshua 22 some Israelite tribes thought others were turning away from God to idolatry, but this wasn't the case. However, before the misunderstanding was cleared up, a civil war nearly broke out!

Differences

- **Explanation:** People have differences in many things: in values, goals, gifts, calling, priorities, expectations, interests, or opinions.
- **Biblical Examples:** In Acts 15:1-2 we find a theological difference causing conflict in the church. In Acts 15:36-41 Paul and Barnabus came into conflict over whether or not to take John Mark with them on their next missionary trip. Paul valued mission accomplishment and integrity and did not think it wise to take him. Barnabus valued training and second chances and wanted him along. In 1 Corinthians 1:10-17, there was conflict because various people had their favorite church leader to follow. In 1 Corinthians 12:12-31, we find that God has intentionally created us differently, yet wants us to work together.

Competition over Limited Resources

- **Explanation:** There are many limited resources: time, money, space in a building, pizza on the table, water for irrigation, job openings, spots on the team, popularity, etc.
- **Biblical Examples:** In Genesis 13:1-12 Abram and Lot end up in conflict because there is not enough pasture and water for both of their flocks. Jesus' disciples ended up in conflict multiple times over which of them was the greatest and over which might get to sit at Jesus' right and left hand.

Sinful Desires, Words, and Actions

- **Explanation:** We create conflict any time we sin against others because we are treating them wrongly – NOT the way they WANT to be treated. As creatures made in the image of God there is an innate sense of rightness and justice in us so that when we are wronged and when we experience injustice, our spirits cry out against it. Relational harmony is broken by hatred and envy and slander and theft and greed and adultery and selfishness, and the list goes on and on.
- **Biblical Examples:** Genesis 4:2-8 tells the story of Cain's envious anger at Abel and how he ultimately murdered him. James 4:1-3 discusses how our evil desires cause conflict. SO many examples could be listed!

All conflicts trace their roots to one or more of these causes. Usually, there is a mixture of these causes working together in our conflict. On the back of this page, work together to identify how these causes are playing a role in your present situation.

Misunderstandings	Differences
Competition over Limited Resources	Sinful Desires, Words, and Actions

RESPONSES TO CONFLICT



How have I been responding to this conflict up to now?

ISSUES, POSITIONS & INTERESTS

Issues

- An **Issue** is a statement of the problem in a dispute. “Sarah has been hurt by Megan.” “Paul is angry with John.” Issues can always be stated as a question to be answered.
- **Examples:** “Has Sarah sinned against Megan? Does she need to confess and seek forgiveness?” “Should John apologize to Paul? Does Paul owe John \$20?”

Positions

- Positions are the “answer” to the problem or question. (Conflict of any kind necessarily involves people with different positions.) A position expresses the desired outcome on an issue. Positions tend to be mutually exclusive and incompatible.
- **Examples:** Sarah says, “No, there was a misunderstanding. I did not sin against Megan. She should not assume my motives.” Megan says, “Yes, Sarah did sin against me. She purposefully ignored me. She owes me an apology.” Paul says, “John should apologize to me, and I don’t owe him \$20.” John says, “The things I said were truthful, and he DOES owe me \$20.”

Interests

- Interests are the motivations that underlie the positions. Interests may reflect values, concerns, desires, needs, or limitations. Interests may be concrete or abstract and are often more difficult to surface than positions or issues. However, the better that interests are understood, the more likely it is that a solution will be found.
- **Examples:**
 - Sarah fears being viewed by her peers as anything less than completely righteous. Megan is limited in her knowledge of Sarah’s heart. She also desperately wants to be seen as Sarah’s friend. The women share a desire to love and honor Jesus.
 - Paul says, “The right thing to do when you’ve lied is to confess it and apologize. It’s important to me that justice is done.” John says, “I want Paul to trust my heart about what I said. Also, I can’t pay the \$20 right now. I need it for groceries.”

ISSUES LIST

To surface the issues, simply ask the question: **What are the problems that need to be resolved?** It can be helpful to state the issues in the form of questions to be answered. Try to word the questions neutrally. For example: Paul says, "John's been undermining my authority!" We'd state this as an issue by saying, "Has John been undermining Paul's authority?" OR "Paul believes John has undermined his authority."

Personal issues are such that a person has been offended or hurt by another. Actual or perceived sin has been committed. The relationship has been damaged. "I have a problem with you." Personal issues are dealt with through clearing up misunderstandings and through repentance, confession, and forgiveness.

Examples: Paul feels hurt because he feels he was intentionally snubbed. John feels angry because of Paul's rude comments.

Substantive issues involve matters such as property, money, rights, responsibilities, and methods. Substantive issues are dealt with through a process of negotiation which examines facts and options to determine what is best and/or to find mutually agreeable solutions.

Examples: "Where shall we go to dinner?" "What is the best way to teach the children?" "Who will pay for the damage?" "What is the actual responsibility of the coordinator?"

UNDERSTANDING THE HEART

James 4:1–3 (NIV84)

What causes fights and quarrels among you? Don't they come from your desires that battle within you? ² You want something but don't get it. You kill and covet, but you cannot have what you want. You quarrel and fight. You do not have, because you do not ask God. ³ When you ask, you do not receive, because you ask with wrong motives, that you may spend what you get on your pleasures.

Luke 6:45 (NIV84)

⁴⁵ The good man brings good things out of the good stored up in his heart, and the evil man brings evil things out of the evil stored up in his heart. For out of the overflow of his heart his mouth speaks.

Goals:

1. Understand my own interests. What desires of my heart are driving this conflict?
2. Understand the other person's interests. See Philippians 2:3-11.
3. Look for common interests that we share and upon which we can build.

Questions for Introspection and discussion:

- Goals (What is the ideal outcome I desire to see come about? What do I want, and why? What do I hope for? What am I trying to achieve?)
- Attitudes (What attitudes have I adopted about the other person and this situation? What do my attitudes reveal?)
- Desires (What do I want so badly that I'm willing to hurt others, sin, or damage this relationship to get it?)
- Motivations (Why am I doing what I'm doing? What do I hope to gain? What do I fear losing?)
- Values and priorities (What is most important to me in all of this? Why so?)
- Authority (What decision-making authority do I have in this situation? What CAN I choose to do? What other sources of authority mean something in this conflict?)
- External Influences (What family, health, financial, legal, policy, traditional, historical, or publicity-related issues are affecting me in this conflict?)
- Internal Influences ("What internal struggles am I having that are holding up reconciliation? Anger? Mistrust? Hurt? Pride? Desire for revenge? What could help with these things? Repentance on the part of the other person? A commitment to change? Humbling myself? Choosing to forgive?)

Evaluating My Heart:

- Which things in my heart are good? How can I build off of those? (1 Thessalonians 5:21)
- Which things in my heart are bad? What am I willing to do about those? (1 Thessalonians 5:22)
- How would God evaluate my heart?

PLAN BIBLICAL ACTION

Personal Issues are dealt with through clearing up misunderstandings and through repentance, confession, and forgiveness. The following are four key areas of Biblical teaching to help us navigate these waters.

- 📖 **Key Attitude: Humility** - 1Peter 5:5-6
- 📖 **Key Action: Go** - Matthew 5:23-24 & Matthew 18:15
- 📖 **Key Skill: Confess** - Psalm 32:5 (Speak truth from the heart - 1 John 1:9; James 5:16; Hebrews 3:1; Romans 10:9)
- 📖 **Key Choice: Forgive** - Matthew 18:21-35 & Ephesians 4:32

Substantive Issues are dealt with through a process of negotiation which examines facts and options to determine what is best and/or to find mutually agreeable solutions.

- Do needed research
- Brainstorm options
- Evaluate objectively
- Build solutions from shared interests

➤ Do you think you know a workable solution right away? Or are there actions you need to take right now?

➤ **Learn to Seek the Input of the Other Party to Surface Potential Solutions**

- What do you think I could do to help resolve the issues between us?
- How can I help you resolve the pain and offense that you feel?
- What actions can I take that would help you know my repentance is sincere?
- What actions can I take that would help you know that I am genuinely forgiving you?

BRAINSTORM GUIDE

Brainstorming is a specific and powerful means that may be appropriate in developing solutions for substantive issues (a flipchart or white board is helpful).

- ✦ There are basically four rules for productive brainstorming:
 1. Be wild (i.e. enthusiastically creative; think outside the balloon)
 2. Focus on quantity, not quality
 3. No judging or evaluating
 4. "Hitchhiking" encouraged (mix and combine options creatively)

Issue:
Possible Solutions:

Issue:
Possible Solutions:

Issue:
Possible Solutions:

Issue:
Possible Solutions:

- ➡ After the list of possible solutions has been generated through brainstorming, the parties can evaluate the ideas. Grade the ideas by determining if they are:
- Impossible: cross out
 - Possible: check
 - Outstanding: circle

Sketch of an agreed-upon plan for tackling the issues:

FOLLOWING JESUS IN TRUST & OBEDIENCE

How do we, practically, carry out the plans we have made to live in peace with one another? Sometimes there are hard steps we will have to take. We realize they will be impossible to do in our own strength. The following are some Biblical principles that can help us figure out some of the practicalities.

- 📖 Learn and apply John 6:29 (Look to Jesus – believe Him more deeply)
- 📖 Learn and apply John 15:1-5 (Depend on Jesus)
- 📖 Learn and apply Ephesians 4:1-3 & 1 Peter 3:10-11 (Make every effort)
- 📖 Learn and apply Romans 12:17-21 (Overcome evil with good)
- 📖 Learn and apply Matthew 18:15-17 & Galatians 6:1-5 (confront gently)
- 📖 Learn and apply Matthew 28:18-20 (teach to obey)
- 📖 Learn and apply Ephesians 4:17-5:21 (walk worthy)
- 🔑 Anticipate obstacles & plan responses (Proverbs 22:3; 1 Peter 3:13-17)

AGREEMENT

Use the acronym “RESTORE” below to sketch the basic tenets of an agreement. The mediators can turn this into a document to be approved by both parties.

R eference to biblical principles	
E vidence of reconciliation and agreement	
S pecific description of the issues resolved	
T ime frame for completing agreed-upon responsibilities	
O utline of process for resolving undecided issues	
R estoration steps parties will take (or, if appropriate: R evision with attorneys or an acknowledgement that the opportunity was created to do so)	
E xaltation of God by telling the story of His work (or, if appropriate: E nforcement through a conciliation clause)	