



Conflict Resolution Principles – live presentation – Teaching Outline

Conflict Resolution Principles Seminar

- I Introduction
- II. Better Way to Resolve Conflict
- III. A Framework for Resolving Conflict
 - A. Go to Higher Ground
 - B. Get Real About Yourself
 - C. Gently Engage Others
 - D. Get Together on Lasting Solutions

The Basis of the Training

This training draws from many common values and beliefs as they relate to how we interact and work with one another in our workplace. It addresses the role of conflict within relationships in the work environment and considers how we can address conflict in a way that allows us to be more productive and reduce the negative effects of conflict within the work setting.

The basic principles and values on which this training is based come from commonly accepted principles and values within our culture. The highlighted and suggested principles are basic Judeo-Christian principles. We have found that the Bible contains wise and well-tested principles and guidelines on how to address conflict in every setting, including in our work environment. Many of these principles and values are also widely held in western culture or found in other faiths.

While we have chosen to take key principles from the Bible, this course is not a study of faith or biblical beliefs, nor does it request or require that you accept the underlying faith and beliefs expressed and presented. Volume I is an overview or refresher, with specific workplace application of the principles covered in the *Resolving Everyday Conflict Study*. If you want additional information regarding the biblical basis for the principles taught in this training, you can request a "referenced" version of this Participant Guide which notes the specific biblical principles covered.

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