

How To . . . Deal With Conflict w/Your Boss(es)

PROBLEM WITH YOUR DIRECT REPORT

-Assist Directors/Directors to Ministers/Pastors, Secretaries to Judy or to folks they assist, Ministers/Pastors to MAP, MAP to Exec, etc.

Step 1 – Go to the individual privately

Matthew 18:15

“If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over.”

-Key Words: **Private reconciliation**

-you rarely need much advise or guidance before you do this – pretty straightforward. Do it w/the hope that reconciliation can be found between you two. Keep the circle small . . .

-conflict is often not fully resolved the first time it’s discussed; keep at it till you feel that you’re at an impasse

Step 2 – Try again with someone who knows about the situation (if possible)

Matthew 18:16

“But if he will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’”

-Key Word: **Perspective**

-remember what a “witness” is – someone who verifies what he or she has seen/heard first hand

Step 3 – Inform Direct Report for a need for Recourse

-Key Word: **Mediation**

-conflict isn't getting resolved and you don't know what to do next.
Communicate to your Direct Report that you want to discuss the issue w/whomever is "next appropriate" and get that individual's take

-could be talking to a Minister/Pastor about a Director or a MAP
about a Minister/Pastor or an Exec Pastor about a MAP . . .

-this will ensure that you do have recourse and an avenue to pursue, yet your Direct Report will not be unduly suspicious of anytime you might be talking in an office w/the door closed . . .

-like the earlier steps, there will be more than one attempt at this stage before proceeding to "what's next"

-most issues that we've faced over my time in this role have found a resolution at this point

Step 4 – Decisions need to be made

Matthew 18:17

"If he refuses to listen to them, tell it to the church . . . "

-Key Word: **Authority**

-at this point, the need for someone in authority to simply "make a decision" is necessary

-Pastor Jack would be involved in this step either by way of information or by way of interaction w/the parties who need to be reconciled