



Divine Solutions for Life, Inc.

Holistic Solutions for Your Mental, Spiritual, and Physical Well-being

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A 501(c)(3) Nonprofit Organization

CONFLICT RESOLUTION

A COMPREHENSIVE GUIDE & WORKSHEET

INTRODUCTION

Conflict is a natural part of relationships — at home, work, and in our communities. The problem is not whether conflict happens, but how we respond to it. When handled poorly, conflict can damage trust and connection. When handled well, it can deepen understanding and strengthen bonds. This guide introduces the stages of conflict, common responses, and steps for resolving disagreements in a healthy, Christ-centered way.

THE FOUR STAGES OF CONFLICT

- **Avoidance** – Ignoring the issue or pretending it doesn't exist.
- **Escalation** – Tension builds; emotions rise; arguments or defensiveness surface.
- **Negotiation** – Willingness to talk, share perspectives, and explore options.
- **Resolution** – Reaching understanding, compromise, or forgiveness.

COMMON CONFLICT STYLES

- **Avoiding:** “I’d rather not deal with this.” (Peace at the expense of truth.)
- **Accommodating:** “I’ll give in so you’ll be happy.” (Sacrifices personal needs.)
- **Competing:** “I have to win.” (Focuses on power, not relationship.)
- **Compromising:** “Let’s meet halfway.” (Fairness, but may not meet deeper needs.)
- **Collaborating:** “Let’s solve this together.” (Healthy, mutual solution.)

STEPS TO HEALTHY CONFLICT RESOLUTION

- **Pause and Pray** – Calm emotions before engaging (Proverbs 15:1).
- **State the Issue Clearly** – Use “I” statements to share needs without blame.
- **Listen to Understand** – Practice reflective listening to hear the other’s perspective.
- **Seek Solutions, Not Victory** – Focus on the problem, not the person.
- **Agree on Next Steps** – Decide together how to move forward.
- **Repair and Reconnect** – End with respect, encouragement, or prayer.

BIBLICAL PRINCIPLE

“If it is possible, as far as it depends on you, live at peace with everyone.” – Romans 12:18
Healthy conflict resolution is about pursuing peace while honoring truth and love.

CONFLICT RESOLUTION WORKSHEET

Instructions: Think of a recent or ongoing conflict. Use this worksheet to process the situation and plan healthier communication.

MY CURRENT BOUNDARIES

- What was the situation? _____

- What triggered the disagreement? _____

MY RESPONSE

- How did I react (avoid, attack, defend, shut down)? _____

- How did my response affect the situation? _____

REFLECTION

- What emotions did I feel during the conflict? _____

- Which needs of mine were not being met? _____

- What needs might the other person have had? _____

A HEALTHIER RESPONSE

- Draft an “I” statement I could use: _____

- Draft a reflective listening response for the other person: _____

- What compromise or solution could work for both of us? _____

MOVING FORWARD

- What is one thing I will do differently in my next conflict?

- Who can support me in practicing healthier conflict resolution?

REFLECTION QUESTIONS

Which stage of conflict do I usually get stuck in (avoidance, escalation, etc.)?

What is hardest for me: speaking up, staying calm, or listening?

How might resolving conflict in healthier ways improve my relationships?

Which scripture or affirmation can I hold onto during moments of conflict?