



CONFLICT MANAGEMENT RESOURCES FOR CHURCHES

BOOKS and TAPES

ANTAGONISTS IN THE CHURCH: How to Identify and Deal with Destructive Conflict by Kenneth C. Haugk (Augsburg Press, 1988). Haugk's identification of antagonists, their motives, and our range of responses, centers not on normal but on *destructive* conflict and on destructive actors. Anyone consulting to churches confronted with destructive behavior should definitely include Haugk's work, and its associated "Study Guide," in their preparatory grounding.

CHURCH CONFLICT: The Hidden Systems Behind the Fights by Charles H. Cosgrove and Dennis D. Hatfield (Abingdon Press, 1994)

CHURCH FIGHTS: Managing Conflict in the Local Church by Speed Leas and Paul Kittlaus (Westminster Press, 1973)

COMMUNICATION AND CONFLICT MANAGEMENT IN CHURCHES AND CHRISTIAN ORGANIZATIONS by Kenneth O Gangel and Samuel L. Canine (Broadman Press, 1992)

CONFLICT MEDIATION ACROSS CULTURES: Pathways and Patterns by David W. Augsburger (Westminster John Knox Press, 1992). This thoroughly researched presentation surveys ways of conflict resolution in many cultures. Flow charts, tables, and diagrams present results from many studies worldwide, enlivened by examples from folk tales, proverbs, and case histories from African, Asian, Latin American, native American, and western European societies. Traps for westerners who are unaware of other ways than their own of resolving conflict are discussed. Conflict is shown to be both necessary and positive in human relations, and anger a necessary step in conflict transformation (the term preferred by the author). Diverse congregations in multicultural areas might find long and careful study of this book especially rewarding: congregations with little experience of other cultures can benefit from its thought-provoking conclusions, which may be eye-openers for mission possibilities.

DISCOVER YOUR CONFLICT MANAGEMENT STYLE by Speed B. Leas (The Alban Institute, 1997)—a 45-question self-administered "conflict inventory" is included in this book to help people learn about their styles of managing conflict—before they become involved in a conflict situation. Describes the styles—persuading, compelling, avoiding/accommodating, collaborating, negotiating, and supporting—and discusses the pros and cons of each.

HANDLING CHURCH TENSIONS CREATIVELY: Adjusting Twelve Tensions to Avoid Conflict by Fred W. Prinzing (Harvest Publications, 1986)

HELPING ANGRY PEOPLE: A Short-term Structured Model by Glenn Taylor and Rod Wilson (Baker Books, 1997)

LEADERSHIP AND CONFLICT by Speed B. Leas (Abingdon Press, 1982)

LOVE IN ACTION: Healing Conflict in Your Church by Robert Moeller (Multnomah, 1994)

MEDIATION AND FACILITATION TRAINING MANUAL: Foundations and Skills for Constructive Conflict Transformation by Carolyn Schrock-Shenk, ed. (Mennonite Conciliation Service, 2000). This thorough volume, filled with essays, guidance, and exercises from more than twenty contributors, is a training manual for those who engage in mediation, especially in faith communities. It is a guide for peacemakers, and seeks to encourage conflict "transformation" through mediation. Its seven chapters cover conflict transformation and faith; understanding conflict and transformation; interpersonal communication and problem-solving; interpersonal mediation; group processes and conflict and systemic change; standards and ethics for practice; and pedagogy.

PREACHING THROUGH THE STORM: Confirming the Power of Preaching in the Tempest of Church Conflict by H. Beecher Hicks, Jr. (Zondervan, 1987)

RESOLVING CHURCH CONFLICTS: A Case Study Approach for Local Congregations by G. Douglass Lewis (Harper & Row, 1981)

RESOLVING CONFLICT IN THE CHURCH, Vol. 9, "Pastor to Pastor" audio cassette series (Focus on the Family)

SPEAK UP! Christian Assertiveness by Randolph K. Sanders and H. Newton Malony (Westminster Press, 1985)

THE PEACEMAKER: A Biblical Guide to Resolving Personal Conflict by Ken Sande (Baker Book House, 1997)

WAR IN THE PEWS: A Foxhole Guide to Surviving Church Conflict by Frank Martin (InterVarsity Press, 1995)

WELL-INTENTIONED DRAGONS: Ministering to Problem People in the Church by Marshall Shelley (Christianity Today, 1985)

WHEN GETTING ALONG SEEMS IMPOSSIBLE: Straightforward Held to Reduce Conflict and Stress at Home, at Work and at Church by H. Newton Malony (Revell, 1989)

CONSULTANTS and INTERNET RESOURCES

CONFLICT MANAGEMENT CONSULTANTS—In a consulting practice based at Fuller Theological Seminary, David Augsberger, Robert Gorsuch, and H. Newton Malony work with congregations in conflict.
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PEACEMAKER MINISTRIES, 1537 Avenue D, Suite 352, Billings, MT 59102. Phone 406/256-1583. A non-profit organization established to equip and assist Christians to respond to conflict biblically. Peacemaker Ministries provides conflict resolution education and Christian mediation and arbitration services. Visit their website for information about an annual peacemaker conference and reconciler training at www.hispeace.org.

THE ALBAN INSTITUTE CONSULTING OFFICE—A Christian organization that provides practical training, consulting and resources for congregational health and conflict resolution.

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www.LeadershipJournal.net—several good articles on conflict resolution