



Springcreek
CHURCH

2660 Belt Line Road
Garland, TX 75044
972.494.5683
www.springcreekchurch.org

DIFFICULT CONVERSATIONS

Taking Care of Business: Your, Mine and Ours – Part 7

Pastor Keith Stewart

April 28-29, 2018

agon

“We change when the pain of remaining the same is greater than the pain of changing.” – Alcoholics Anonymous

“...you are spending about 60% of your time trying to halt and heal people-related conflicts.” - Peg Neuhauser, Tribal Warfare in Organizations

1. DIFFICULT CONVERSATIONS WITH DIFFICULT PEOPLE

Difficult people are ordinary people who cause hurricanes in your emotions.

“No one can make you feel inferior without your consent.” - Eleanor Roosevelt

“Surely what a man does when he is taken off his guard is the best evidence for what sort of man he is. If there are rats in a cellar, you are most likely to see them if you go in very suddenly. But the suddenness does not create the rats; it only prevents them from hiding. In the same way, the suddenness of the provocation does not make me ill-tempered; it only shows me what an ill-tempered man I am.” - C.S. Lewis



Springcreek
CHURCH

2660 Belt Line Road
Garland, TX 75044
972.494.5683
www.springcreekchurch.org

2. RESPONDING TO CONFLICT EFFECTIVELY

I'll get them. - MY WAY

I'll get out. - NO WAY

I'll give in. - YOUR WAY

I'll go half-way. - HALF WAY

I care and confront. - OUR WAY

Speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ. Ephesians 4.15



Springcreek
C H U R C H

2660 Belt Line Road
Garland, TX 75044
972.494.5683
www.springcreekchurch.org

3. QUESTIONS TO ASK BEFORE YOU CONFRONT

- Have I contributed to this problem?

Why do you look at the speck of sawdust in your brother's eye and pay no attention to the plank in your own eye? How can you say to your brother, "Let me take the speck out of your eye, when all the time there is a plank in your own eye?" You hypocrite, first take the plank out of your own eye, and then you will see clearly to remove the speck from your brother's eye. Matthew 7.3-5

"When confronting, do not do it from a deficit balance. In other words, don't confront someone if you owe her [or him] an apology first." - Henry Cloud and John Townsend, *How to Have That Difficult Conversation*

He who conceals his sins does not prosper, but whoever confesses and renounces them finds mercy. Proverbs 28.13

- Am I open to correction myself?

Let the godly smite me! It will be a kindness! If they reprove me, it is medicine! Don't let me refuse it. Psalm 141.5

"For I might misunderstand you and the high advice you give,

But there's no misunderstanding how you act and how you live." - Edgar Guest



Springcreek
CHURCH

2660 Belt Line Road
Garland, TX 75044
972.494.5683
www.springcreekchurch.org

- Is it worth the price to resolve it?

Don't bother talking sense to fools; they'll only poke fun at your words. Proverbs 23.9 (The Message)

“...when you are afraid to tell the truth to someone, you avoid or withdraw from them. The lack of real, face-to-face confrontation increases the distortions in your mind about the negative qualities of that person. The distortions grow... You perceive that person as more dangerous, out of control, and powerful than he or she really is. It then becomes a vicious circle... the more you avoid the talk, the scarier the person becomes, which increases your avoidance.” - Henry Cloud and John Townsend

4. **HAVING “THE TALK”**

- Seek first to understand, then to be understood.

Prescription without examination is malpractice.

He who answers before listening - that is his folly and shame. Proverbs 18.13

When words are many, sin is not absent, but he who holds his tongue is wise. Proverbs 10.19

“You can’t fake listening.” - Rachel Welch



Springcreek
CHURCH

2660 Belt Line Road
Garland, TX 75044
972.494.5683
www.springcreekchurch.org

- Make observations, not accusations.

You will have to live with the consequences of everything you say. Proverbs 18.20 (Good News)

“Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.” - Benjamin Franklin

- Be tactful, overestimate people's insecurity.

...(He) tried to find comforting words, but the words he wrote were honest. Ecclesiastes 12.10 (Today's English Version)

“Whenever you have to shoot an arrow of truth, dip it in honey first.” - Arab proverb

“How does it feel to be a child of God and own slaves?” - John Woolman

- State the obvious.

There's no such thing as a diplomatic hand grenade.

Have I now become your enemy by telling you the truth? Galatians 4.16