

Conflict Management Preparation Objectives

- Respect the personhood of others, while engaging their ideas
- Carefully represent the views of those with whom you are in disagreement
- Be a patient listener before formulating responses
- Avoid inflammatory words or phrases. You always forget. You never ask me.
- Seek to understand the experiences of others and how they have arrived at their view. Hear the stories of others, as we share our own
- Do not allow differing opinions to inhibit critical dialogue
- Be open to change in your own position and patient with the process of change in the thinking and behavior of others
- Make use of facilitators and mediators where communication can be served by it
- Avoid generalizations, offer specific evidence and examples



Adapted from "Guidelines for Civility in The United Methodist Church" that Professor Linda E. Thomas co-authored with other members of a Blue Ribbon Committee studying sexuality in the United Methodist Church in 1992.