

11 – How do I resolve conflict in the workplace?

Purpose

Help supervisors become peacemakers by helping them constructively manage conflict.

Preparation

Prayerfully study these scriptures and resources.

- [“The Path of the Peacemaker”](#) by Kim B. Clark
- [“The Merciful Obtain Mercy”](#) by President Dieter F. Uchtdorf
- [“Principles in Conflict”](#) by Quinn G. McKay

How do these resources help you and those you serve become better leaders in the workplace?

Which messages will you share with those in your department?

Making Connections

These suggested discussions will not only develop employees into stronger disciple leaders but will help them see the relevance of the gospel in their careers. Invite them to take notes and provide pertinent experiences from their lives that strengthen the doctrine of disciple leadership.

Discussion: What role does charity play in resolving conflict?

- *How do you interpret the following scripture? How have you failed to follow this principle in the past? What have you done to change the way you handle conflict? What can we do to further our understanding and application of this principle?*

Moreover if thy brother shall trespass against thee, go and tell him his fault between thee and him alone: if he shall hear thee, thou hast gained thy brother. (See [Matthew 18:15-17](#))

- *What actions can destroy positive relationships? How can we be more successful in avoiding these actions?*

One of the major ways that Satan uses to retard the development of righteous relationships is in the use of gossip, rumor, slander... lying, blaming, criticizing, and anger. (L. Lionel Kendrick, “Christlike Communications”, *Ensign*, Oct. 1988)

- *What makes the following two scriptures different? Which scripture is more correct as to how we should treat others? Why? Why are we required to live Christ’s higher law, despite our professions? How can this law help us resolve conflict?*

Therefore all things you would that men should do unto you, do you even so to them: for this is the law and the prophets. ([Matthew 7:12](#))

But I say unto you, Love your enemies, bless them that curse you, do good to them that hate you, and pray for them which despitefully use you, and persecute you; ([Matthew 5:44](#))

- *What are our natural inclinations when we have conflict? When Pahoran was confronted by Captain Moroni in [Alma 60](#), how did he defy these natural inclinations? What can we learn from this situation about managing conflict? What can you do now to prepare for future conflict?*

Discussion: How can we constructively avoid, address, or manage conflict?

- *How can you differentiate between good and bad conflict? Have you ever witnessed a good conflict turn bad? What did you learn from that experience? How can we avoid these conflicts?*
- *Why did the Lord place conflicting commandments before Adam and Eve in the very beginning? Why is opposition a necessary part of our lives? How does this principle help us manage conflict?*

For it must needs be, that there is an opposition in all things. If not so, my firstborn in the wilderness, righteousness could not be brought to pass, neither wickedness, neither holiness nor misery, neither good nor bad. Wherefore, all things must needs be a compound in one; wherefore, if it should be one body it must needs remain as dead, having no life neither death, nor corruption nor incorruption, happiness nor misery, neither sense nor insensibility. ([2 Nephi 2:11](#))

- *Have you encountered a potential conflict where everyone was better off if it was avoided? Have you encountered a conflict that shouldn't have been avoided? How can we discern whether or not a conflict should be avoided or addressed? (See [Mosiah 23:15-27](#))*
- *Why were the results of Enos' conflict so constructive? ([Enos 1:2-5](#)) Have you ever experienced a conflict that resulted in a positive learning experience? How can you turn conflict into a positive learning experience?*
- *How can you find the courage to address a conflict that has been neglected for too long? Why is it often difficult to forgive others and ourselves? How can we help others be more forgiving?*

Be kind one to another, tenderhearted, forgiving one another, even as God for Christ's sake has forgiven you. ([Ephesians 4:32](#))

Application

Through these activities, employees will be directly or indirectly invited to make a personal inventory of their own work and (through the Spirit) realize the specific things that they must do in order to become a better disciple leader.

- Invite employees to think about a conflict in their lives that they are struggling with. Then, invite them to determine whether or not they are managing this conflict in the best way. Help them determine
- Discuss (in a general sense) the conflicts of the people who report to these employees. *Are you aware of your employee's conflicts in the department? What have you done to manage these conflicts? How can you improve the way you manage these conflicts?* Invite employees to ponder these questions, then determine what they will do to improve the management of these conflicts.

One on One *(Conducted outside of the training by the head of the department)*

- Discuss the conflicts that this employee is facing within the workplace. *Did the lesson help you understand these conflicts more? Have you been striving to increase your capacity to manage conflict? How can we help you become a better peacemaker?*
- Discuss the conflicts of the people who report to this employee. Invite this employee to describe their plans to improve the circumstances of these conflicts. *What has this experience taught you? Do you feel confident that you are managing these conflicts correctly?* Help develop this employee's plans.