Christ-Centered Conflict

Joy Greene, PharmD
Professor and Assistant Dean for Experiential Education
High Point University
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Objectives

1. Examine the characteristics of a Christ-centered pharmacy leader
2. Describe the attitude of a Christ-centered pharmacist
3. Differentiate the terms, “calling” and “work”
4. Review communication strategies that welcome open conversation
5. Describe strategies to handle conflict in the workplace using Biblical, Christ-centered tools
Fill in the blank:

Relationships are
Core of our faith is RELATIONSHIP!

“Therefore, if you are offering your gift at the altar and there remember that your brother or sister has something against you, leave your gift there in front of the altar. First go and be reconciled to them; then come and offer your gift.

~ Matthew 5:23-24
Satan's Strategy

Be on guard!
Be on guard!

Be alert and of sober mind. Your enemy the devil prowls around like a roaring lion looking for someone to devour.

~ 1 Peter 5:8
Attitude
Conflict is bad
I am right..... ALWAYS!
Avoid and ignore conflict
Calling/Work

**Calling:**
The invitation given to men by God to accept salvation in His kingdom through Jesus Christ.

God's guidance to jobs, occupations, or tasks.

**Work:**
What we find to do as a job. brings security and stability.
Everything is awesome?

Know this, my beloved brothers: let every person be quick to hear, slow to speak, slow to anger; for the anger of man does not produce the righteousness of God. James 1:19-20
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TRUTH
Pharmacists = Leaders
From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked.

~Luke 12:48
TRUTH

YOU ARE A LEADER?
YOU ARE
Conflict at Work!
Statistics on Conflict at Work:

- 30-43% of managerial time is spent mediating conflict between employees

- >65% of performance problems result from strained relationships between employees

- Workplace conflict negatively impacts: performance, cohesiveness, morale, diversity, retention, motivation, and safety

- The negativity of workplace conflict is contagious
Ask for Wisdom

If any of you lacks wisdom, you should ask God, who gives generously to all without finding fault, and it will be given to you.
-James 1:5

Do not forsake wisdom, and she will protect you; love her, and she will watch over you. The beginning of wisdom is this: Get wisdom. Though it cost all you have, yet understanding.
-Proverbs 4:7-10
Ask for Wisdom

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~Proverbs 4:6-7
Sometimes you step in
Sometimes you don’t
Be humble
Be kind

“The tongue has the power of life and death, and those who love it will eat its fruit.”
~ Proverbs 18:21

“‘I’ statements instead of ‘you’ statements.
You are always late. Why can’t you be on time?

I feel ________ when you are late for work and I was hoping we could talk about it.
“The tongue has the power of life and death, and those who love it will eat its fruit.”
~ Proverbs 18:21

“I” statements instead of “you” statements.

You are always late. Why can't you be on time?

I feel __________ when you are late for work and I was hoping we could talk about it.
Communication
- listening
- tone of voice
- body language
- perception

Could you be at fault?
Do you need to apologize?
Is there a change you need to make?
Communication

- listening
- tone of voice
- body language
- perception
Could you be at fault?

Do you need to apologize?

Is there a change you need to make?
Face conflict head-on but stay calm!
Clarify
Address and ask
Listen
Move forward
Clarify
Address and ask
Listen
Move forward
Am I exemplifying Christ?
Am I exemplifying Christ?

As a prisoner for the Lord, then, I urge you to live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace.

— Ephesians 4:1-3
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Gentleness of Spirit
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