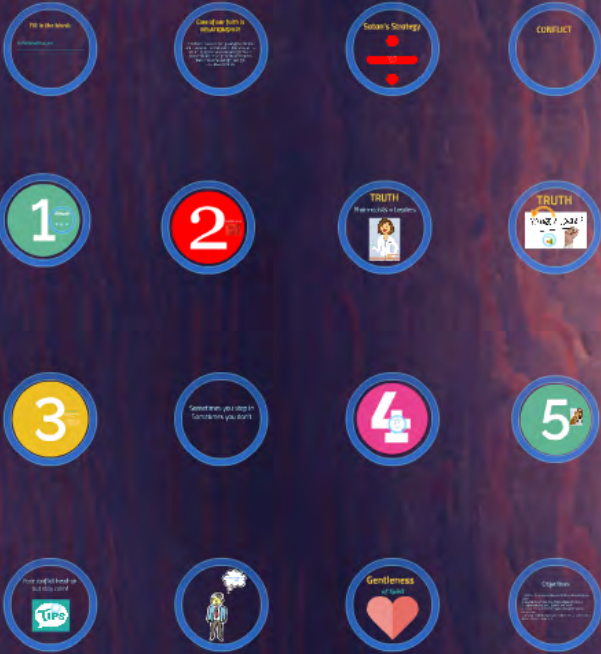


Christ-Centered Conflict

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 High Point University
 Fred Wilson School of Pharmacy*



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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 alert and of sober mind. Your enemy the devil prowls around like a roaring lion looking for someone to devour.
- 1 Peter 5:8

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

A large blue circle is centered on a dark blue background. Inside the circle, the word "CONFLICT" is written in a bold, yellow, sans-serif font.

CONFLICT

1

Attitude



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

2

Everything is awesome?



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

ANGER

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



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

3

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, get understanding.
—Proverbs 4:6-7

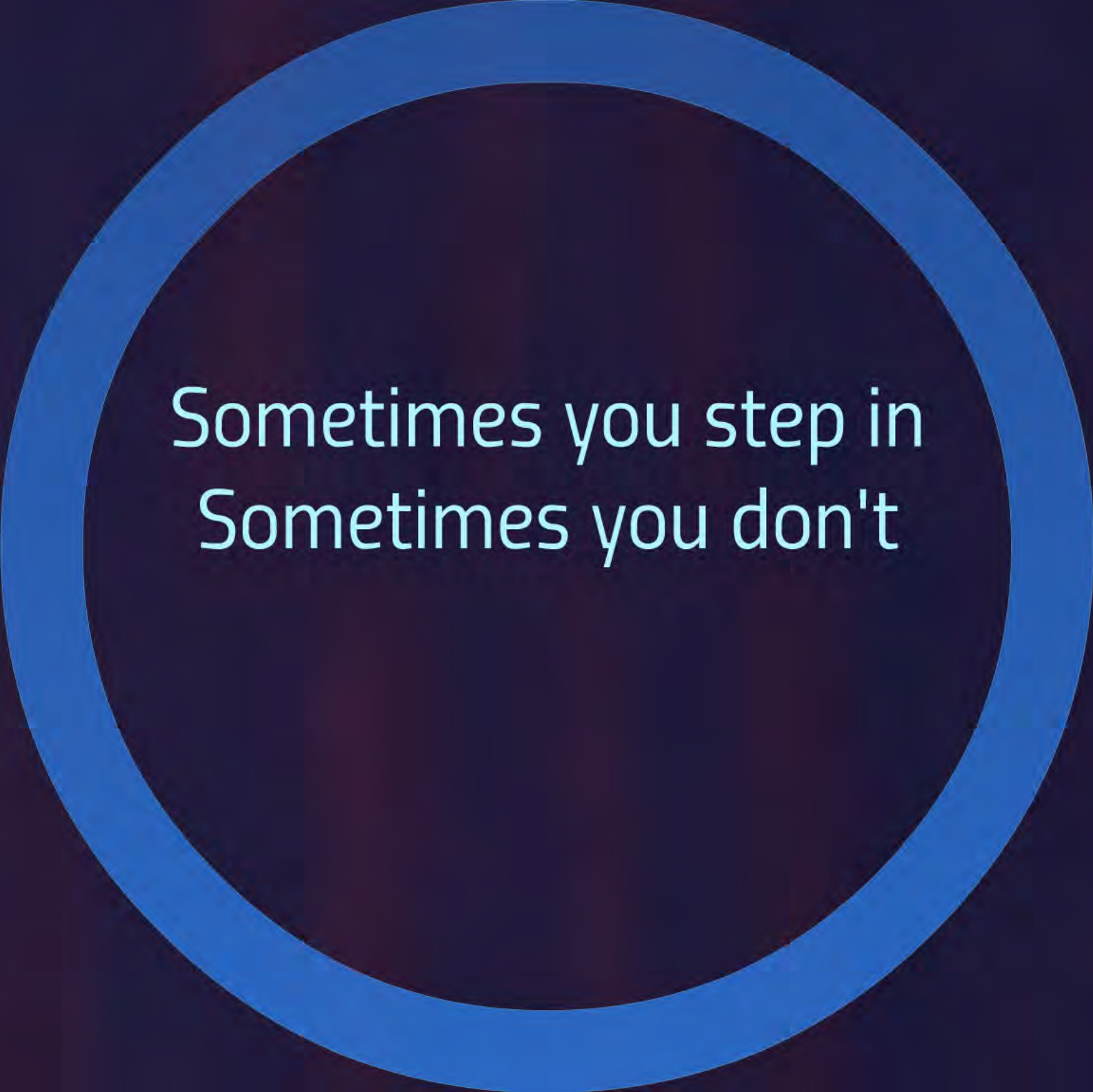
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Sometimes you step in
Sometimes you don't



*Be humble
Be kind*

"Change has the power to make its past obsolete, and those who live it will see
it pass."
- Proverbs 18:21

"Addictions include" "sin" addictions.

Be sure you're not... why don't you do it now?

1 Peter 1:13... when you're done for work and I'm not trying
to be a part of it.

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.

5



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!



TIPS

Clarify

Address and ask

Listen

Move forward



Clarify

Address and ask

Listen

Move forward

Am I exemplifying Christ?



Am I exemplifying Christ?

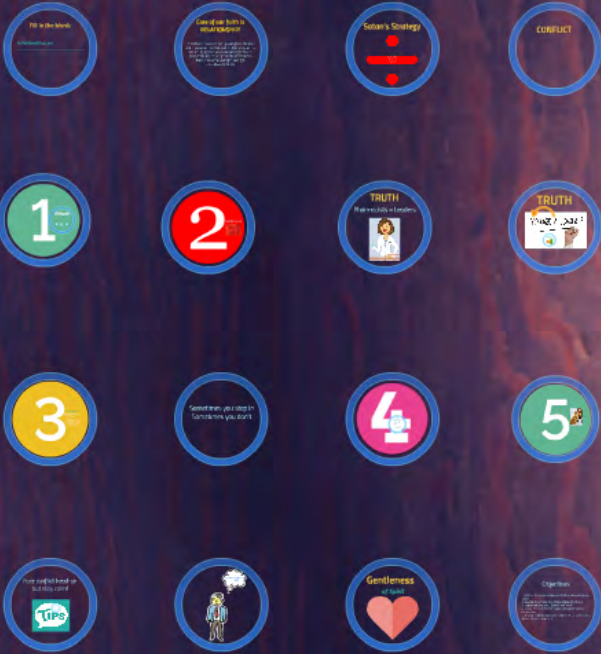
As a prisoner for the Lord, then, I urge you to live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace.
— Ephesians 4:1-3

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Gentleness

of Spirit





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