

The Intensity of Congregational Conflict

INTENSITY ONE	INTENSITY TWO	INTENSITY THREE	INTENSITY FOUR	INTENSITY FIVE	INTENSITY SIX	INTENSITY SEVEN
Healthy	Healthy	Healthy	Transitional	Unhealthy	Unhealthy	Unhealthy
Getting to Yes!	Getting to Yes!	Getting to Yes!	Getting Past No!	Getting to Neutral!	Getting to Neutral!	Getting to Neutral!
Identifiable Task-Oriented Problems with Many Solutions Win-Win	Relationship-Oriented Disagreements over Multiple Issues Win-Win	Competition Within a Group or Between Groups Win-Lose	Congregational-Wide Competition with Voting Win-Lose	Congregational-Wide Combat with Organizational Casualties Lose-Leave	Pursuit of People Beyond the Congregation Focused on Their Integrity Lose-Lose	Intentional Physical Harm to People or Congregational Facilities Lose-Lose
Conflict Resolution [Chaplain or Personal Coach] ----- ----- Collaborate Persuade Accommodate Avoid Support	Conflict Resolution [Chaplain or Personal Coach] ----- ----- Collaborate Persuade Accommodate Avoid Support	Conflict Mediation [Team Coach or Mediator] ----- Negotiate Collaborate Persuade ----- ----- Support	Conflict Mediation [Organizational Coach, Mediator, or Consultant] ----- Compel Negotiate Collaborate ----- ----- Support	Conflict Management [Consultant or Arbitrator] ----- Compel Negotiate ----- ----- ----- Support	Conflict Management [Arbitrator or Attorney] ----- Compel Negotiate ----- ----- ----- Avoid Support	Conflict Management [Law Enforcement] ----- Compel Negotiate ----- ----- ----- Avoid Support

[Adapted by George Bullard of Lake Hickory Learning Communities of North Carolina from five levels of conflict originated by Speed Leas of The Alban Institute, Herndon, VA.]