



CONFLICT HANDLING PRINCIPLES

Navigating Conflict with Character

Welcome to a practical approach to conflict.

I'm Sunet Wagner, and I help entrepreneurs, professionals, teams, organisations and NXTgens design the life and work they really want—on purpose, not by accident. Whether you're starting something new, growing a business, or finding your place in a team.

Today we are dealing with Conflict on purpose...

Conflict isn't something we run from — it's something we learn to walk through, with honesty, safety, and respect. In this session, we will explore real-life patterns, Biblical wisdom, and a simple yet profound 7-step process that leads to healing and clarity.

Key Purpose:

- Equip you with a practical framework for conflict
- Shift your mindset from avoidance to embracing the process
- Encourage restoration over resolution



Let's dive deeper...



LIVE POLL



What is Positive Conflict Handling?

Conflict Handling Definition:

The ability to face conflict with honesty and calm. It means addressing tension in a way that seeks restoration, not resolution, domination or avoidance — with the aim of strengthening, not breaking, relationships.

Resolution:

Resolution is the outcome of a conflict where both parties reach agreement or closure on the issue. However, resolution is not always the goal.

Restoration:

Restoration, by contrast, focuses on rebuilding trust, mutual respect, and relational clarity — even if agreement isn't reached. It values healing above winning.

Resolution v. Restoration:

In healthy conflict handling, restoration is often more powerful and lasting than resolution alone.

Key Ideas to Unpack:

- It's not about being right.
- It's about being real.
- Restoration comes from taking responsibility and showing respect.



Group Question...

- Where do you see this definition challenging your current patterns?
- What feels freeing about this approach?

7 STEP PROCESS

STEP 1: ASK PERMISSION

Invite the person into a conversation by asking respectfully if they are willing to talk. Choose a time and setting that honours both parties' emotional readiness, allowing space for calm engagement. Together, agree on the tone, the purpose of the conversation, and set healthy boundaries that prioritise safety and respect.

STEP 2: CLARIFY FACTS

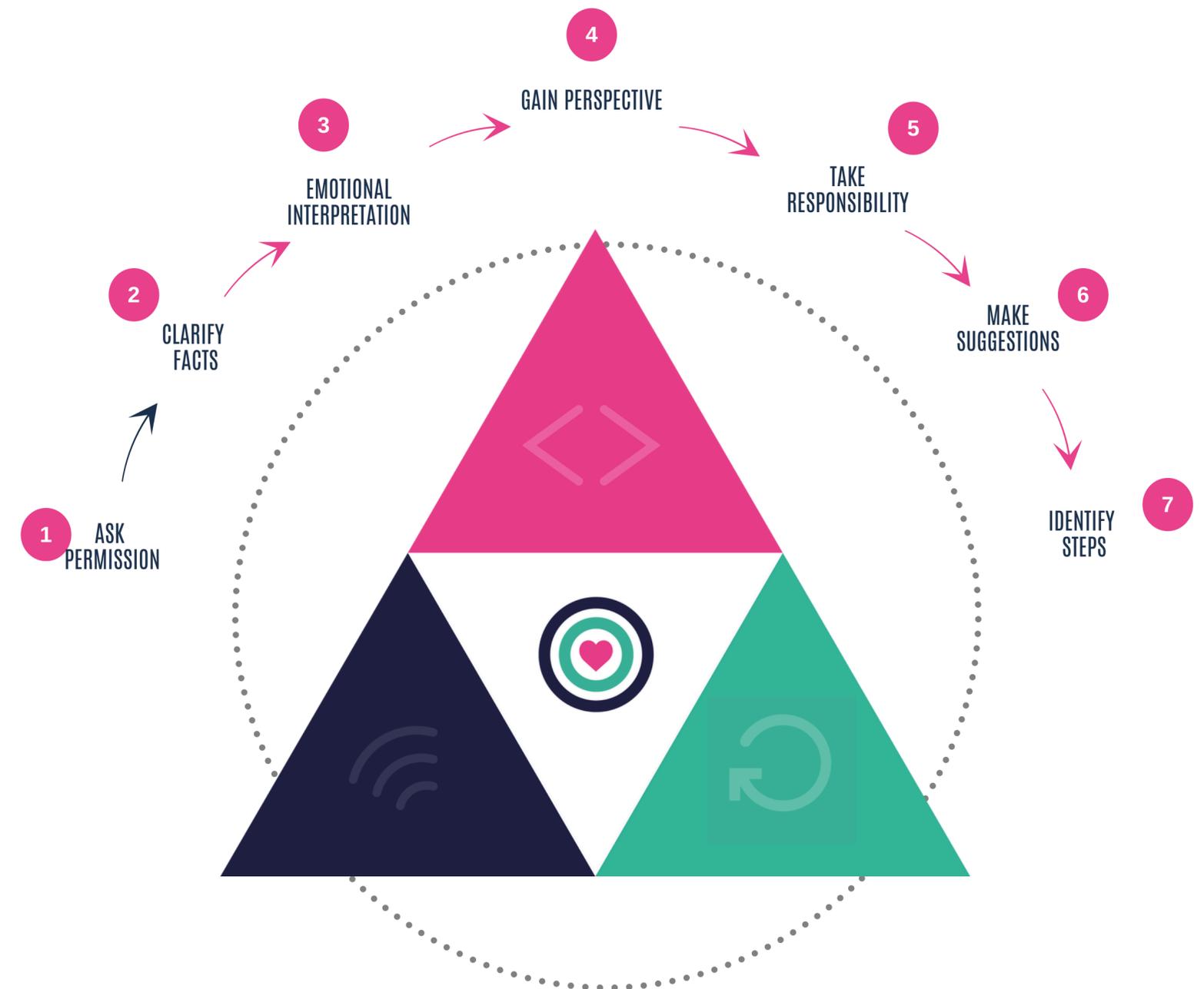
Stick to what you saw, heard, or personally experienced. Avoid adding interpretation or judgment at this stage. Focus only on the observable facts of the situation, as you remember them, without attaching meaning or emotional colouring.

STEP 3: EMOTIONAL INTERPRETATION

Take a moment to reflect on how you felt during the conflict. Identify the emotions that came up for you, and acknowledge them without judgment. Consider any assumptions you may have made in the moment — about the other person's intent, tone, or actions. Then reflect on what might have been misunderstood or misinterpreted, either by you or by the other person. This reflection is key to untangling the emotional weight of the experience.

STEP 4: GAIN PERSPECTIVE

Take time to express your heart and share the intent behind your words or actions. Be honest about what you hoped the other person would feel or understand. Then, actively reflect back what you hear from their side — not to agree or debate, but simply to acknowledge and understand their perspective with respect.



STEP 5: TAKE RESPONSIBILITY

Acknowledge your role in the conflict with humility and honesty. Reflect on how your actions, words, or tone may have contributed to the situation. Then, offer a sincere apology without excuses or justifications — remembering that we are all human, capable of both hurt and healing.

STEP 6: MAKE SUGGESTIONS

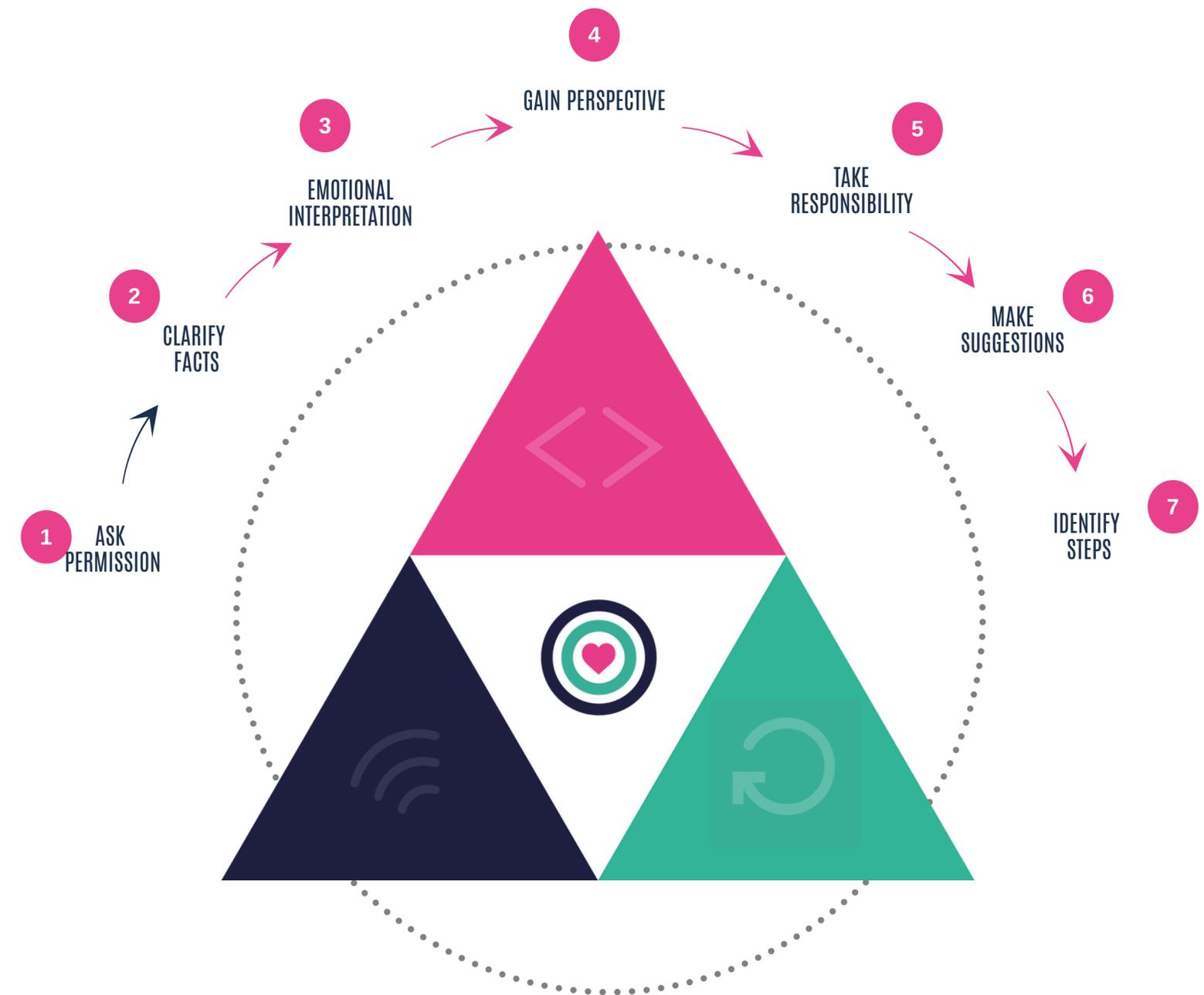
Take time to ask yourself some honest and prayerful questions: What must I accept that I cannot change? What can I release that no longer serves me or the relationship? What do I need to decide in order to move forward with peace and integrity? If it's appropriate, suggest a practical next step that supports healing, mutual respect, or restored collaboration.

STEP 7: IDENTIFY STEPS

Bring everything together calmly by entering into the final conversation with clarity and emotional readiness. Speak the truth in love, being honest yet gentle in your words. Acknowledge that it's okay to respectfully disagree — unity doesn't require uniformity. The goal here is not to revisit the past, but to take intentional next steps toward healing, clarity, and relational integrity.

WHY THIS WORKS

This process works because it slows the emotional flood that often overwhelms us in conflict. It allows us to pause, process, and then respond thoughtfully. By separating facts from the stories we tell ourselves, it brings clarity to emotionally charged moments. Most importantly, it empowers personal accountability and builds trust over time through honesty and intentional action.



BIBLICAL ALIGNMENT

MATTHEW 18:15

"If your fellow believer sins against you, you must go to that one privately and attempt to resolve the matter. If he responds, your relationship is restored."

PROVERBS 15:1

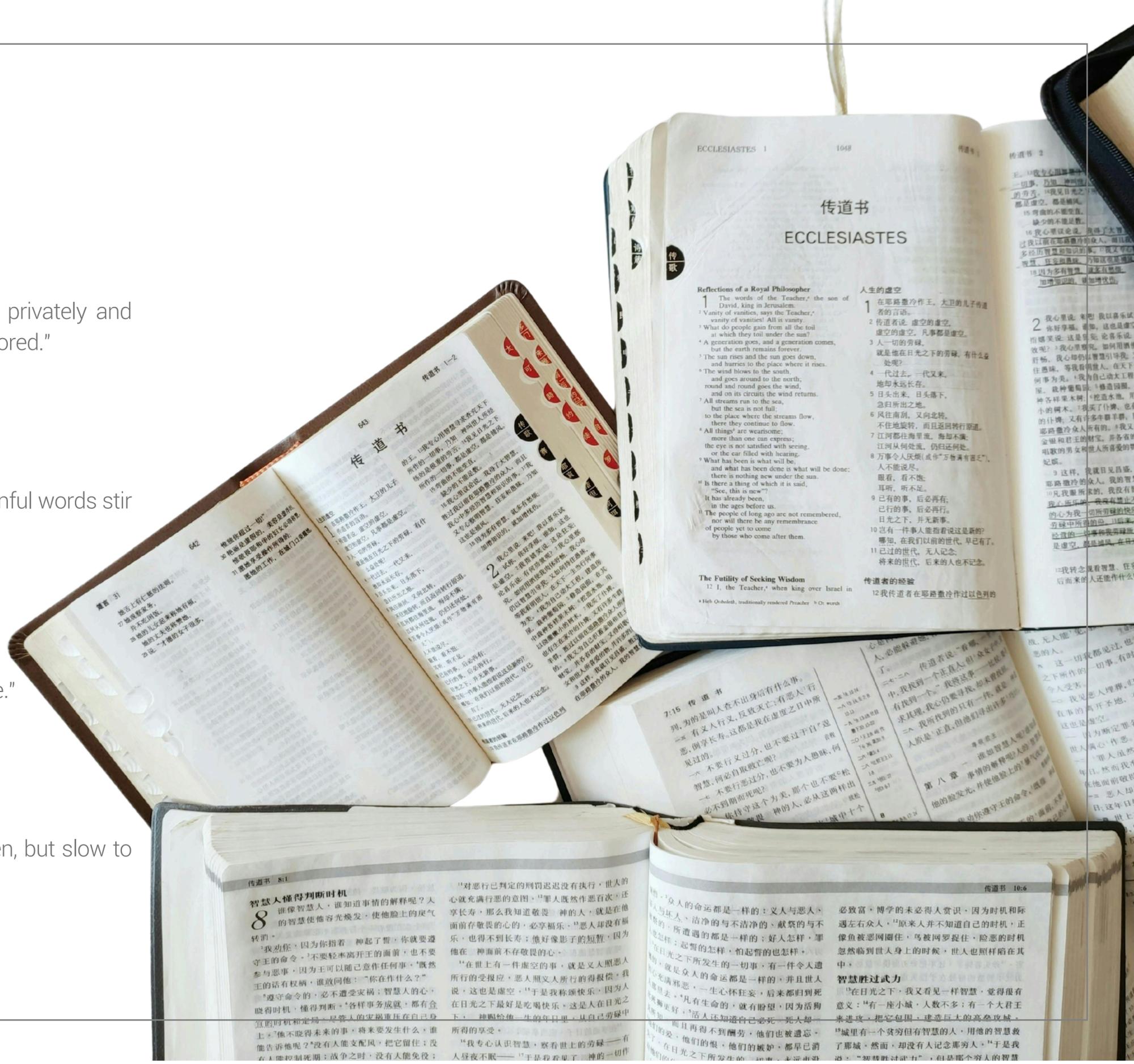
"A gentle and thoughtful answer turns away wrath, but harsh and painful words stir up anger."

ROMANS 12:18

"If it is possible, keep on doing your best to live in peace with everyone."

JAMES 1:19

"My dearest brothers and sisters, take this to heart: Be quick to listen, but slow to speak. And be slow to become angry."



Closing & Take-Home

Conflict is inevitable, but growth is optional. You now have a tool in your hands that empowers you to respond instead of react. Begin by practising this process in smaller, everyday moments so that it becomes part of your natural rhythm. Let the way you handle conflict become a living testimony—one that reflects the Kingdom you represent.

Contact us today and take the NEXT STEP:

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