Interpersonal Communication & Conflict Resolution
Ministry Formation Program
Diocese of Rockford

1. **Communication Patterns**
   - Each person has a different set of preferences in choosing how to give and receive information.
   - What is important to one person, in terms of the type of information they send and are willing to hear, may not be as important to the other person when communicating.
   - There are often perception gaps that occur when the communication is misunderstood.
     Select Stimuli to focus our attention.
     Organize Data to produce meaning.
     Interpret Situation to make a value judgment about the situation.

2. **Communication Mistakes that Limit Ministry Effectiveness**
   - We assume that everyone already knows.
   - We try to explain detailed information in the wrong settings.
   - We try to automate too much communication.
   - We manufacture enthusiasm and it does not fool anyone.
   - We communicate only the what (or the how) but not the why.
   - We limit communication to an information/data exchange.

3. **Types and Functions of Communication**
   - Intrapersonal is self-communication through thoughts and feelings.
   - Interpersonal involves relating to other people.
   - Intragroup is between two or more members within a group.
   - Intergroup is the flow of communication between groups.

4. **The Church is a Community of Relationships.**
   - Love one another (John 13:34).
   - Live in harmony with one another (Romans 12:16).
   - Instruct one another (Romans 15:14).
   - Have equal concern for one another (1 Corinthians 12:25).
   - Serve one another (Galatians 5:13).

5. **How Jesus Communicated**
   - Observations - observe what is actually happening in a situation.
   - Feelings - state how we feel when we observe that action.
   - Needs - say what needs of ours are connected to the feelings we have identified.
   - Requests - addresses what we are wanting from the other person.

6. **Conflict and Confrontation In Ministry**
   - Constructive Conflict always brings opportunity.
   - Destructive Conflict always brings limitations.

7. **Sources of Conflict**
   - Commitment
     Express struggle in a commitment.
     Interdependent in its relationship to the commitment.
     Perceived interference with the outcome of the commitment.

   - *Psychological Actualization*
     Human Development
     Emotional Development
     Faith Development
     Family Development
     Vocational Development

   - Theological Interpretations
     Image of God as over and above rather than within and present; or unity rather than chaos.
     Operative Theologies lend themselves to limited interpretation.

8. **Using "I" Messages**
   - When the message to be delivered has a strong emotional content, it is best to use and "I" message.
   - And "I" message is a statement in which a person tells how he or she feels.
   - Using "I" messages can help avoid blaming, name calling, or antagonizing the other person.

9. **Options for Responding to Conflict**
   - Survive
   - Resolve
   - Manage