

The background of the image is a light gray gradient. It is decorated with numerous water droplets of various sizes and shapes, some appearing as simple circles and others as more complex, elongated shapes. The droplets are rendered with soft shadows and highlights, giving them a three-dimensional, realistic appearance. They are scattered across the frame, with a higher concentration in the upper and lower corners.

**“SPEAKING THE
TRUTH IN LOVE”**





**The Know-
It-Alls**



**The
Passives**



**The
Dictators**




**The "Yes"
People**



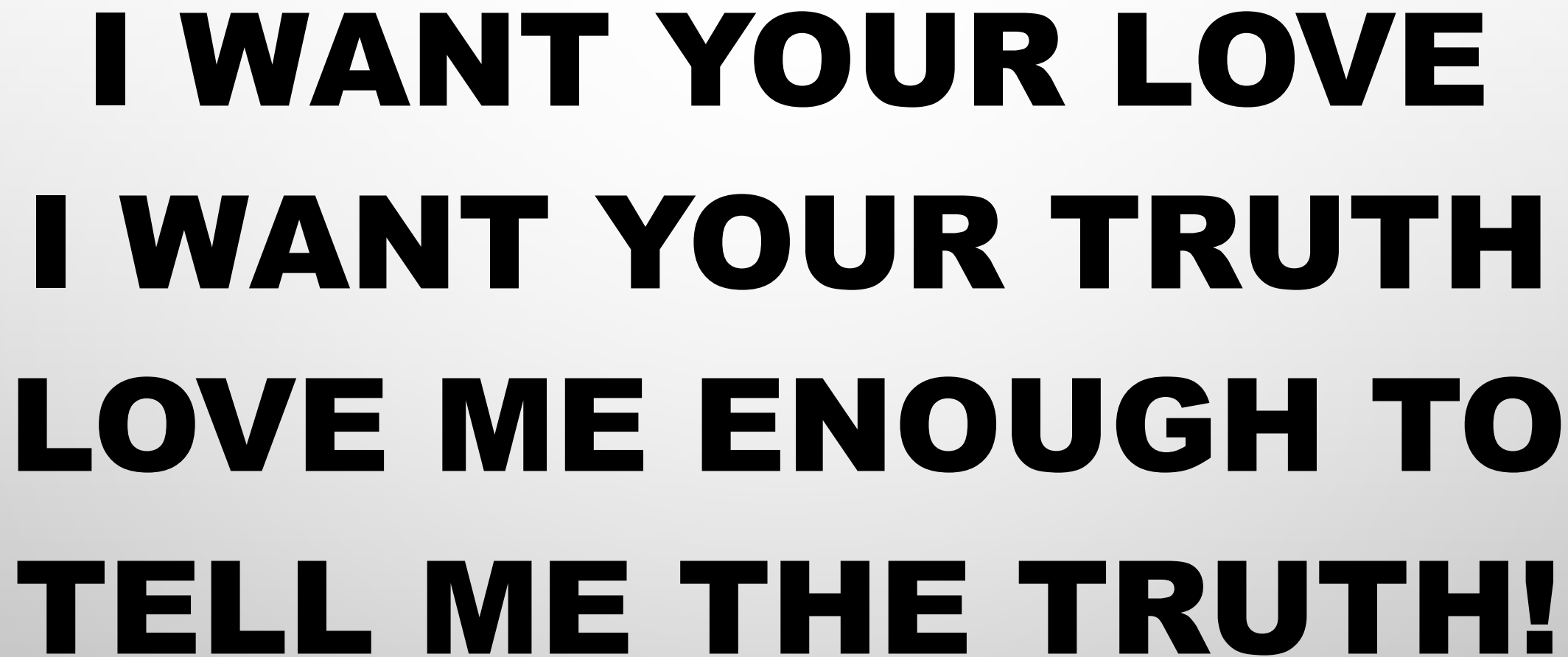
**The "No"
People**



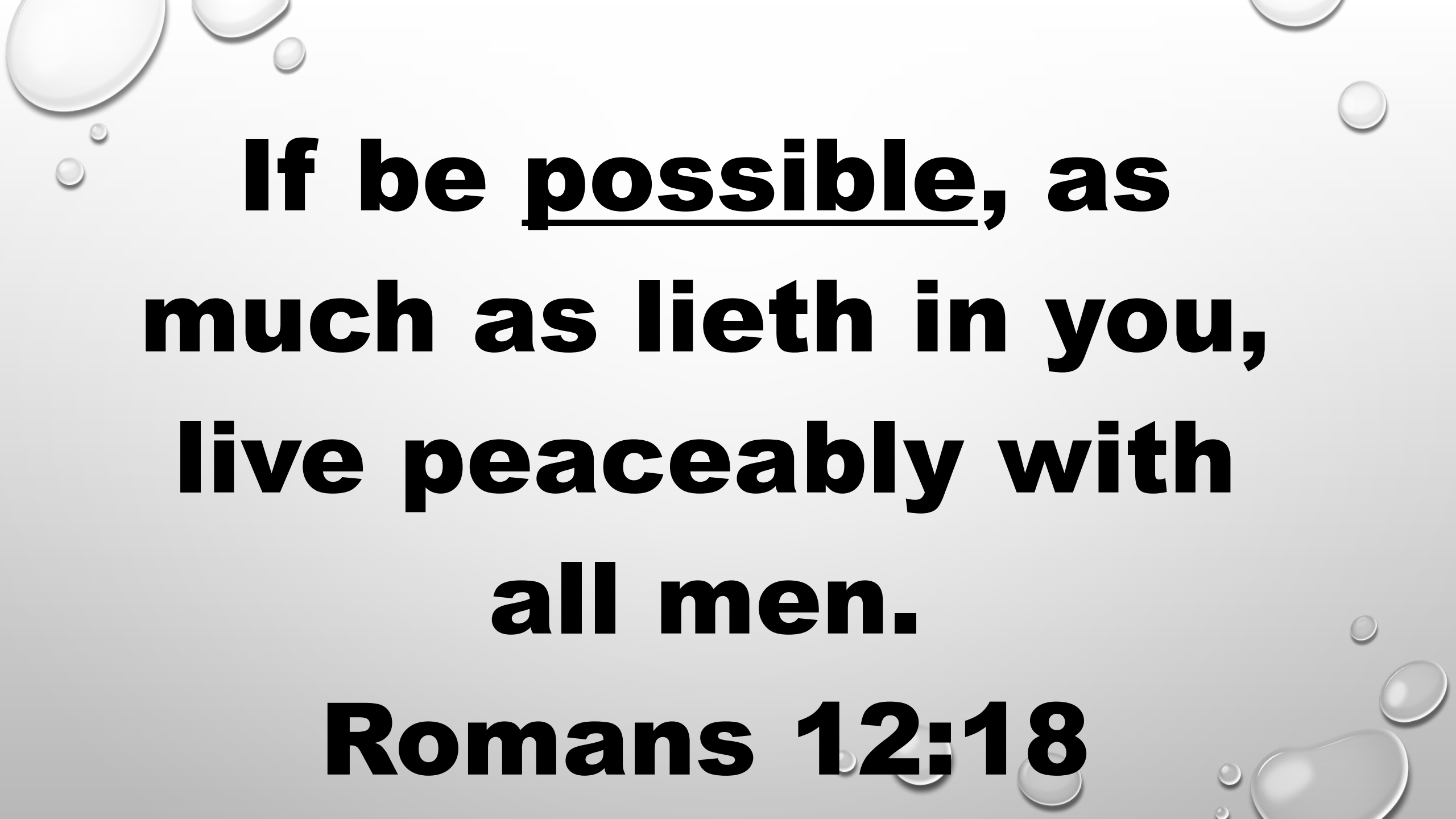
**The
Grippers**

The image features a light gray background with several realistic water droplets of varying sizes scattered in the corners. The text is centered and consists of four lines in a bold, black, sans-serif font.

I LOVE YOU
IF I LOVE YOU
I MUST TELL YOU
THE TRUTH!

The image features a light gray background with several realistic water droplets of various sizes scattered around the text. The droplets have highlights and shadows, giving them a three-dimensional appearance. The text is centered and consists of four lines of bold, black, uppercase letters.

I WANT YOUR LOVE
I WANT YOUR TRUTH
LOVE ME ENOUGH TO
TELL ME THE TRUTH!

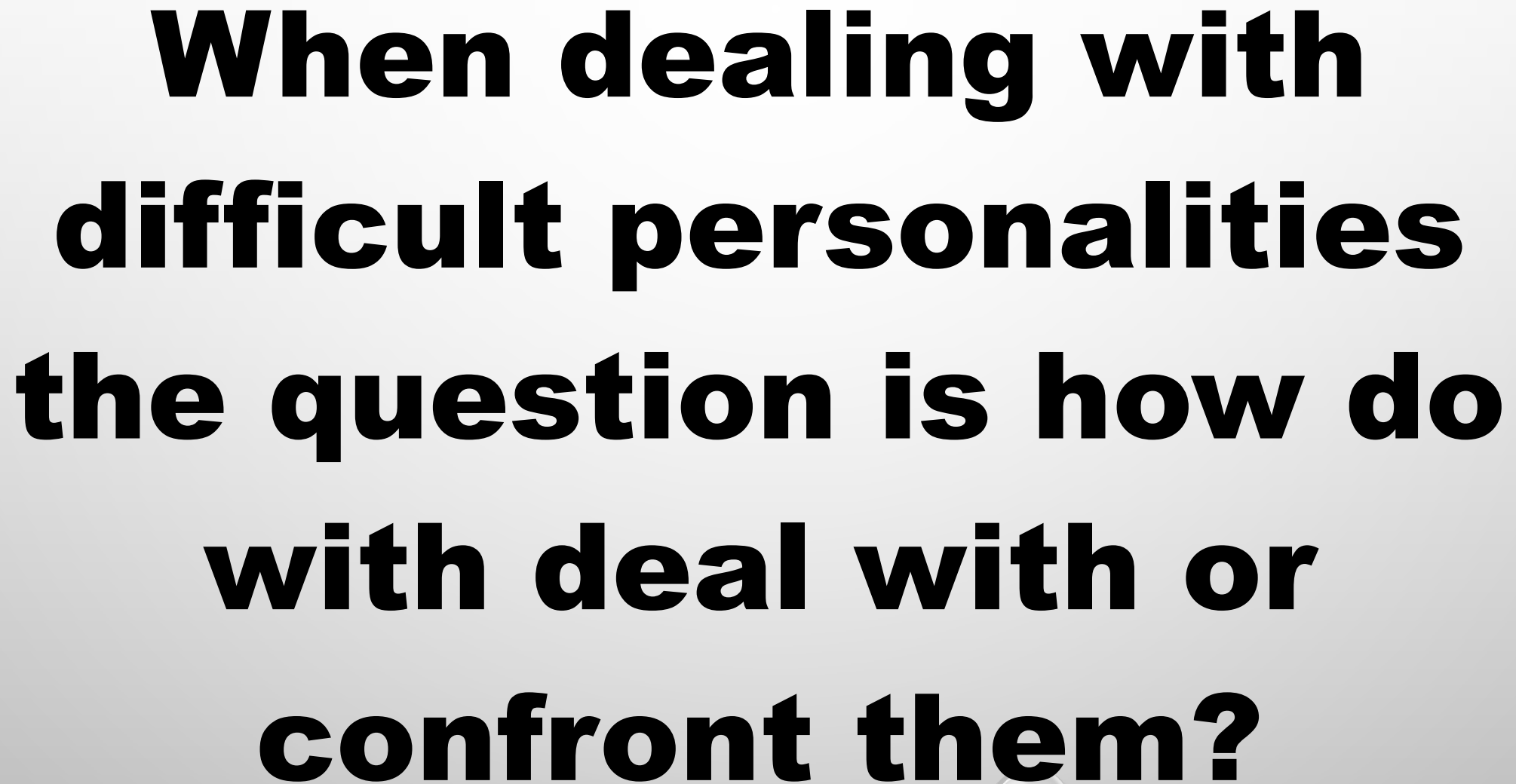


**If be possible, as
much as lieth in you,
live peaceably with
all men.**

Romans 12:18



**Be not overcome of
evil, but overcome
evil with good.
Romans 12:21**



**When dealing with
difficult personalities
the question is how do
we deal with or
confront them?**

A photograph of two men in light blue shirts facing each other in profile. The man on the right is pointing his right index finger towards the man on the left. Both men have serious, somewhat confrontational expressions. The background is plain white.


businesstraining
NEW ZEALAND
IMPROVING STAFF PERFORMANCE



A good word CARING

A bad word CONFRONTING





Together they provide the balance of love and power which lead to effective human relationships. The more common practice is to keep these distinct and separate.

“There is a time for caring”


“There is a time for confronting”

“Each in its own time”



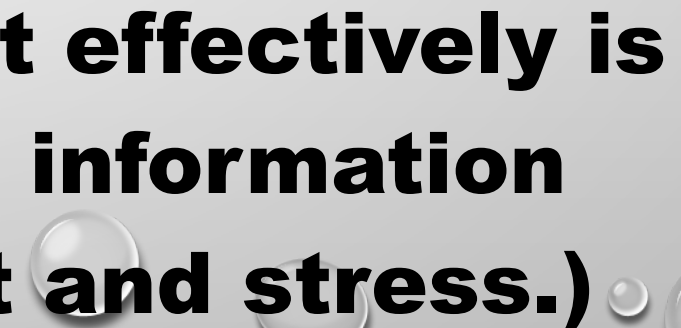
The image features a light gray background with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance. The text is centered and consists of three lines: "A Third Word", "CARE-FRONTING", and "A Good Word".

A Third Word
CARE-FRONTING
A Good Word



1. Care-Fronting is offering genuine caring that bids another growth (to care is to welcome, invite and support growth in another.)

2. Care-Fronting is offering confrontation that calls our new insight and understanding. (To confront effectively is to offer maximum of useful information with the minimum of threat and stress.)



3. Care-Fronting unites LOVE and POWER.

4. Care-Fronting unifies concern for relationship with concerns for goals. So one can have something to stand for (goals) as well as someone to stand with (relationship) without sacrificing one for the other, or collapsing one into another.



5. Care-Fronting has a unique view of Conflict. It sees Conflict as:

1. NATURAL

2. NORMAL

3. NEUTRAL

And sometimes delightful



There are Multiple views:

1. GIVEN

2. CRUSHING

3. INEVITABLE ISSUE

4. MUTUAL DIFFERENCE

5. NATURAL, NEUTRAL, OR NORMAL

When you view conflict as a GIVEN as a matter of fate, explaining “we just can’t get along – we’re incompatible – we’ll never understand each other – that’s all there is to it,” Then the life pattern WOULD BE ONE OF AVOIDING THREAT AND GOING MY OWN SAFE, SECURE, WELL-ARMORED WAY.

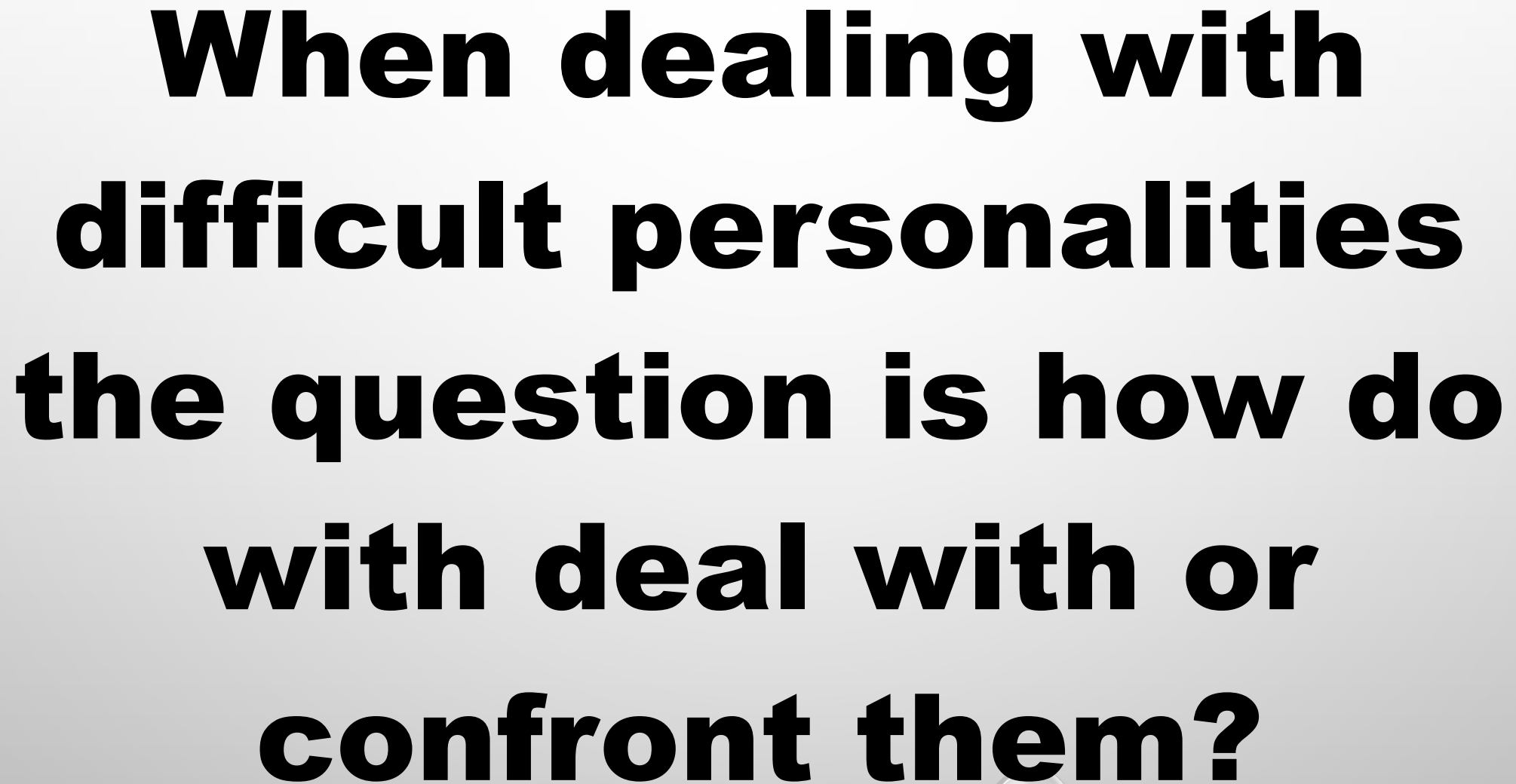
**When you view conflict as
CRUSHING, If we clash, I'll be
judged – I'll be rejected – our
friendship will fall through.” then
the life pattern WOULD BE ACTING
THE NICE GUY, QUICKLY GIVING
IN TO KEEP THINGS
COMFORTABLE.**

I could view conflict as an INEVITABLE ISSUE of right and wrong, I owe it to you, to me, to others, to God, to defend my truth and show you your error.” Then my Life pattern would BE RIGID, PERHAPS PERFECTIONISTIC, AND JUDGEMENTAL.

4. I could see conflict as a MUTUAL DIFFERENCE to be resolved by meeting each other half way. “I’ll come part way, you come part way.”

Then my life pattern will BE A MEDIATING MEET – ME – IN-THE-MIDDLE-STYLE-OF-ONE-FOR-ME-AND-ONE-FOR-YOU COOPERATION.

**5. I can come to see conflict as a
NATURAL, NEUTRAL, NORMAL. I may
then be able to see the difficulties
we experience as tensions in
relationship and honest differences
in perspective that can be worked
through by caring about each other
and each confronting the other with
truth expressed by love**



**When dealing with
difficult personalities
the question is how do
we deal with or
confront them?**

Five options

1. I'll Get Him

2. I'll Get Out

3. I'll Give In

4. I'll Meet You Halfway

“I’LL GET HIM” is the I-win-you-lose, because I’m right-you’re-wrong position in conflict. From this viewpoint, the attitude toward conflict is that issues are all quite clear and simple. Someone is right-totally right and someone is wrong-completely wrong. It’s my duty to put you right. This “win-lose” stance uses all power and little or no love. Goal is valued above relationship “My way is the ONLY WAY – your feelings don’t concern me.

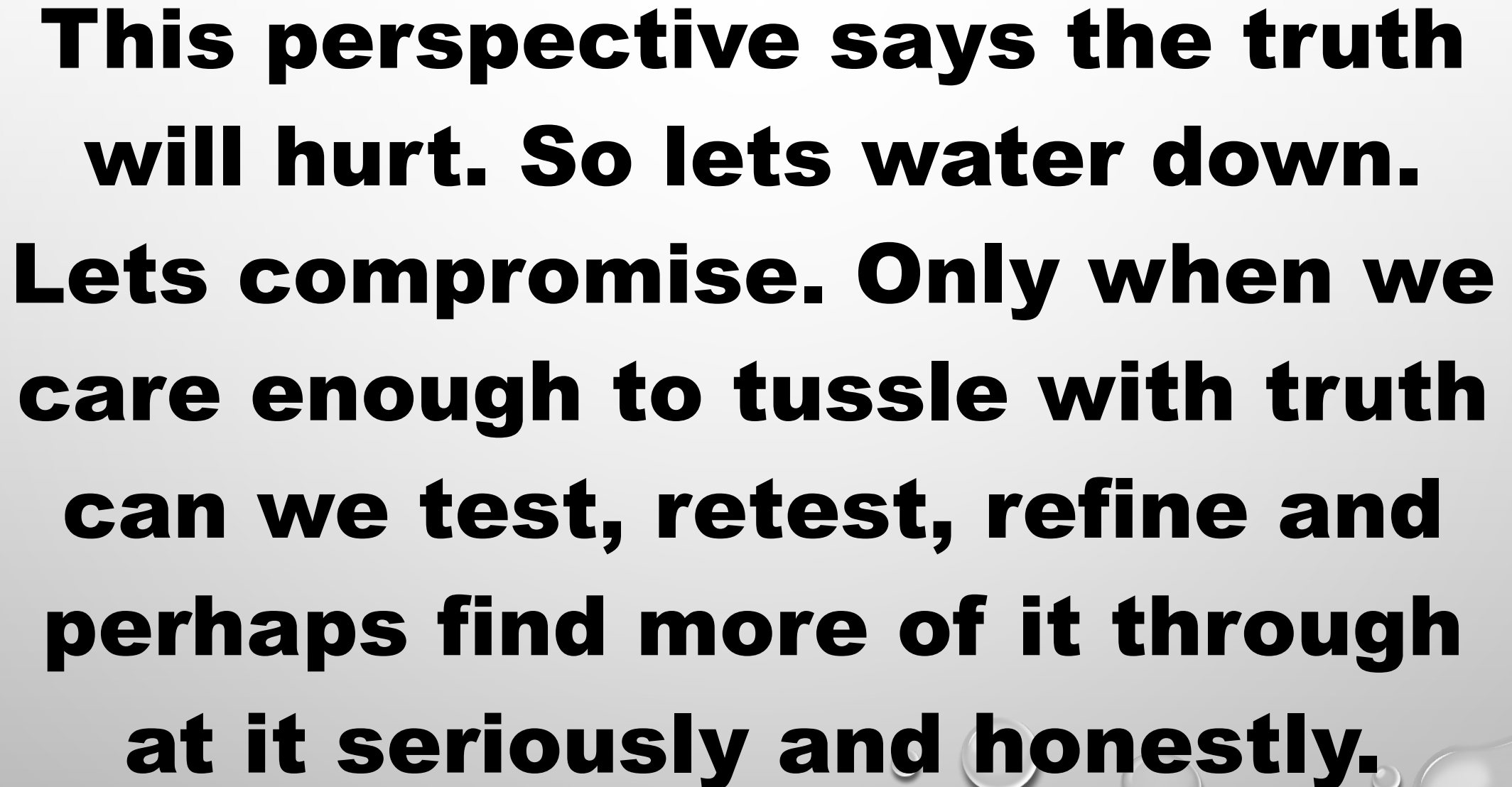
**“I’LL GET OUT” is the I’m
uncomfortable – So – I’ll withdraw
stance toward conflict. The
viewpoint here is that conflicts are
hopeless, people cannot be
changed, we either overlook them
or withdraw. Conflicts are to be
avoided at all costs.**

When they threaten, get out of their way, withdrawal has its advantages if instant safety is the all important thing. But it is a way through. And a way out is no way at all. In this lose lose stance everyone loses. There is no risk of power, no trusting love. "Show me to the nearest exit," the person request over the shoulder. It's a no-way or any way response of flight.

“I’LL GIVE IN” is the I’ll yield-to-be-nice-since I need-your-friendship approach. This perspective on conflict says that differences are disastrous.

If they come out into the open, anything can happen. Anything evil, that is. It’s far better to be nice, to submit, to go along with the other demands and stay friends. You become doormat, a nice guy or gal. Frustrated. Yet smiling. The more generous and submissive on the outside

“I’LL MEET YOU HALFWAY” is the I-have-only-half-the-truth-and-I-need-your-half position. The attitude is one of compromise . Conflict is natural and everyone should be willing to come part way in attempt to resolve things. A willingness to give a little will lead to a working solution, which is satisfactory to everyone.



This perspective says the truth will hurt. So lets water down. Lets compromise. Only when we care enough to tussle with truth can we test, retest, refine and perhaps find more of it through at it seriously and honestly.

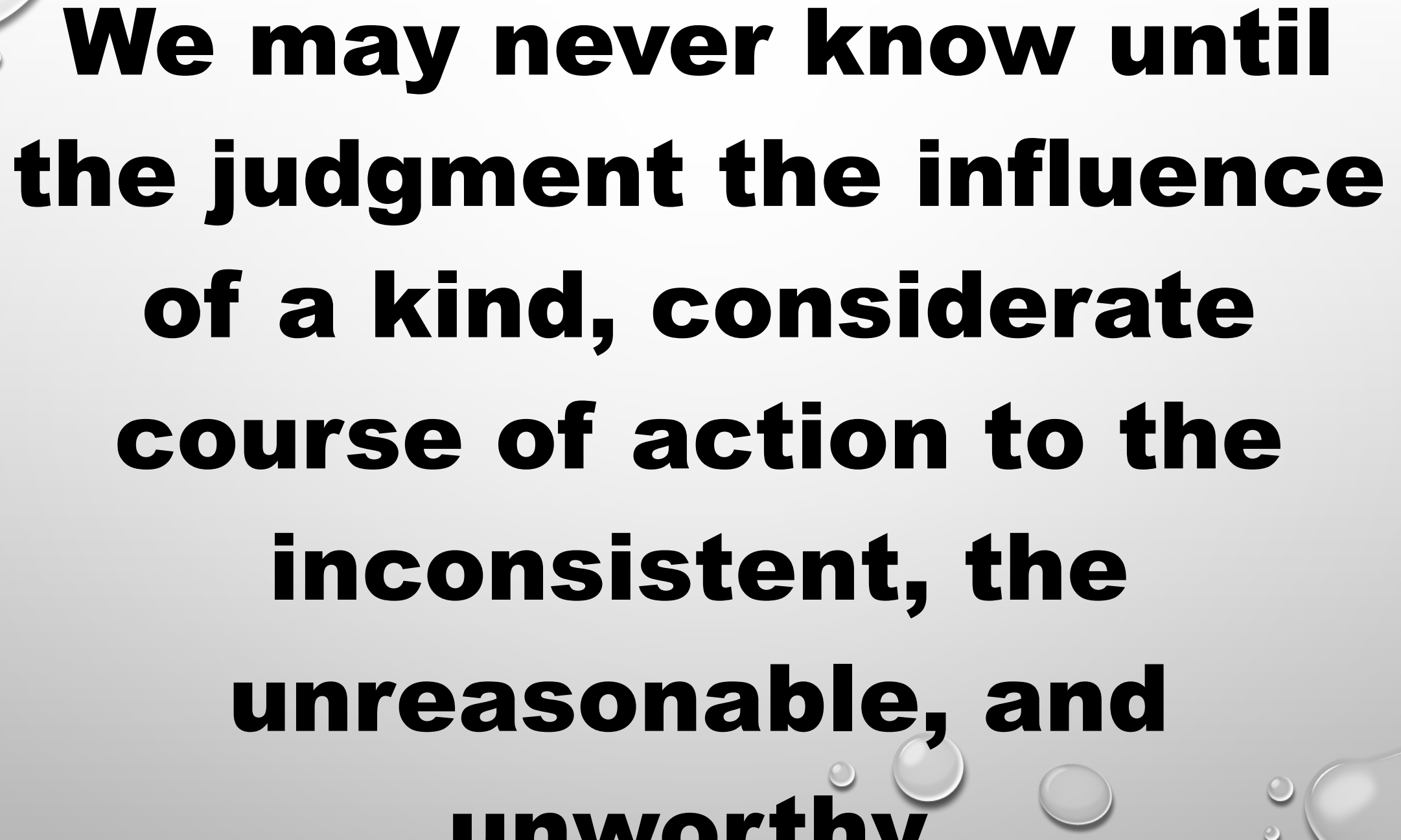
“I CARE ENOUGH TO CONFRONT” is the I-want-relationship-I-do-also-want-honest-integrity position.

Conflict is viewed as neutral (neither good or bad) and natural (neither to be avoided nor short circuited). Working through difference by giving clear messages of “I-care” and “I want” which both care and confront is most helpful.



This is interpersonal communication at its best. CARING – I want to stay in respectful relationship with you and CONFRONTING – I want you to know where I stand and what I’LL FELLING, NEEDING, VALUING AND WANTING.





**We may never know until
the judgment the influence
of a kind, considerate
course of action to the
inconsistent, the
unreasonable, and
unworthy**

If after a course of provocation and injustice on their part, you treat them as you would an innocent person, you even take pains to show them special acts of kindness, then you have acted the part of a Christian; and they become surprised and ashamed, and see their course of action and meanness more clearly than if you plainly stated their aggravated acts to rebuke them.—Letter 20, 1892. (Medical Ministry, 209, 210). – {2MCP 432.3}

