



PREPARE MODULE #3

LEADER:: GUEST ENGAGEMENT | EASTSIDE CHRISTIAN CHURCH

COMPETENCY: Able to help difficult team members in difficult situations in a way that honors God and identifies healthy next steps to take personally and with their ministry team.

OBJECTIVE: To learn how to handle conflict in a way that brings people closer together instead of farther apart.

ASSIGNMENTS:

- Assignment 1 // Read *Philippians 4:2-3* and *Acts 15:36-41* (printed below in Assignment 1) and answer the questions.
- Assignment 2 // Watch [How To Keep From Stressing Out with Rick Warren](#) and answer the questions.
- Assignment 3 // Listen to [Managing the Tension / Andy Stanley Leadership Podcast](#) and answer the questions.

ASSIGNMENT 1

Philippians 4:2-3 (NIV)

"I plead with Euodia and I plead with Syntyche to agree with each other in the Lord. Yes, and I ask you, loyal yokefellow, help these women who have contended at my side in the cause of the gospel. Along with Clement and the rest of my fellow workers, whose names are in the book of life."

Acts 15:36-41 (NIV)

"Some time later Paul said to Barnabas, 'Let us go back and visit the brothers in all the towns where we preached the word of the Lord and see how they are doing.' Barnabas wanted to take John, also called Mark, with them, but Paul did not think it wise to take him, because he had deserted them in Pamphylia and had not continued with them in the work. They had such a sharp disagreement that they parted company, Barnabas took Mark

and sailed for Cyprus, but Paul chose Silas and left, commended by the brothers to the grace of the Lord. He went through Syria and Cilicia, strengthening the churches.

QUESTIONS:

1. *What issues common among your team need to be solved and which are just an “agree to disagree” situation? What healthy next step was identified for Euodia and Syntyche spiritually? How can you apply that to solving conflicts on your team?*
2. *Would you be a Barnabas or a Paul in that conflict in Acts? Have you ever experienced a situation like that? What did you do?*
3. *What does it look like to give grace and forgiveness to people while not letting them walk all over you?*
4. *How did the leaders respond to Barnabas’ and Paul’s conflict? What healthy next step was identified for them in ministry? How can you apply that to solving conflict in your team?*

5. *Does conflict disqualify anyone from doing Kingdom work? If so, how?*

ASSIGNMENT 2

Watch [How To Keep From Stressing Out with Rick Warren](#)

1. On the video, Rick lists 5 keys to keep from stressing out. List all 5 keys:
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
2. Which key point spoke to you personally and why?
3. In point # 2, Rick talks about how, “worry is practical atheism.” What do you think that means?
 - a. He also makes a poignant statement while discussing point number 2. What was this statement? Does this resonate with you?

4. Under point #5, Rick Warren lists 3 key points on how to learn to be content. What are these points and which is the most relevant to your current level of contentment?
 - 1.
 - 2.
 - 3.
5. Rick makes a blanket statement: **"I can _____ when Christ strengthens me."** Fill in the blank. Share your word and explain why you chose this word. How can you apply this to your life and to your role as a Guest Service leader?
6. Think of a time when you have witnessed someone who hasn't handled stress through a last-minute change well. What was your reaction to the situation? How would you have handled it differently?

Learning to be content in life's stressful world takes being obedient to God. It doesn't happen overnight, but when we give ourselves over to Him, stressful situations still occur but we are able to handle them more readily and peacefully. Spending countless hours on worry only leads to unhealthy results both spiritually and physically. Worry is not of God but of the enemy. Let's not let Satan grab hold of our brain but give our hearts and minds over to God.

ASSIGNMENT 3

Listen to [*Managing the Tension | Andy Stanley Leadership Podcast*](#) and answer these questions:

1. *What is a tension that needs to be managed on your team?*

2. *What guardrails would you put in place to not let either side win?*

3. *What are the conflicts that need to be solved and not managed?*

4. *Is there a problem that keeps resurfacing that is actually a tension that you originally thought was a conflict? Are there mature advocates on both sides of the tensions on your team?*

5. *What are the upsides to each view in the tensions you need to manage? How can you maximize those? What are the downsides to each view in the tensions you need to manage? How can you minimize those?*

6. *Is there anyone on your team who has to win; who wants to make their decision instead of the right decision? When and where would be the best time to have a conversation with that person? What would be a healthy next step for that team member in accordance to the verses above?*

“I HAVE LEARNED TO BE CONTENT WHATEVER THE CIRCUMSTANCES”

PHIL. 4:11

What are at least two LEADERSHIP TAKEAWAYS from this module? Be prepared to discuss with your group.

1.

2.