

mmct communiqué

The MMCT COMMUNIQUE is a periodic digest of member care resources and events delivered to your agency or personal e-mail. Click [HERE to remove your address](#) from future mailings. Click [HERE](#) to subscribe to the MMCT COMMUNIQUE or update your email address.

this month's communiqué focus: *Conflict Resolution*

Dear Friends,

The need to work through conflicts of all kinds is paramount to cross cultural success. In fact, there are times when things like language learning and adapting to a new culture feel easy next to negotiating and mending the strained relationships that too often occur between friends and colleagues who were -- so everyone thought! -- working toward the same heavenly goals.

So it's often said that resolving conflicts among co-laborers is the #1 challenge of cross cultural work, and that's reason enough for us to put together this issue of the [communiqué](#). We hope it will be a blessing to you and your teams as you serve the Servant-King who, at the cost of his own life, "destroyed the dividing wall of hostility" which stood between us and his Father (Eph 2:14-16)!

The Mobile Member Care Team

Accra, Ghana



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Viewing Tip:

This issue of the [communiqué](#) has been formatted so you can see an entire page on your computer screen without scrolling.

For best viewing, set the magnification on your Adobe Reader (in the middle of the menu bar above) to **100%** if your screen is 13-14 inches, **125%** on 15 inch screens, and then set the page display to **Single Page** by going to View > Page Display > Single Page in the menu.

Choosing **Full Screen Mode** under **View** in the menu above makes the view even better!

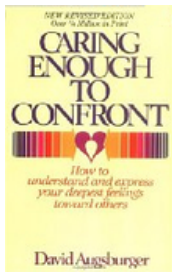
the bible on “conflict”

From ***Hope for the Heart*** • [Conflict Resolution Quick Reference](#) From ***Biblical Resources*** • [Principles for Biblical Confrontation](#) • [Components of Biblical Confrontation](#) • [Rules for Fighting](#) • [When is a Conflict Resolved?](#) From the ***eBible*** • [Confrontation](#) • [Conflict Resolution](#)

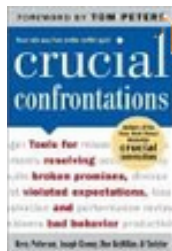
The conflict between Paul and Barnabas described in Acts 15:36-41 has been mined for insights on the causes and consequences of conflict by many students of the Bible. Here are a few online reflections based on this text’s candid account of a 1st-century fight between the first “overseas” cross-cultural workers.

- TEXTS
- [But God Meant it for Good](#) by John Botkin of Bangor Baptist Church
 - [When Good Christians Can’t Get Along](#) by Andy Pittman, pastor of First Baptist Church in Lufkin Texas
 - [Resolving Conflicts in Christ](#) by Brent Kercheville of Haverhill Road Church in West Palm Beach Florida.
 - [Striving with One Another](#) by Rev. Brett Baker of Trinity Reformed Evangelical Church, Kirkland, Washington
- AUDIO
- [The Ruin of a Great Partnership](#) by Dr. Alan Cairn, pastor of Faith Free Pres Church, Greenville, South Carolina
 - [The Division over John Mark](#) by Steve Garrick, pastor of Heritage Baptist Church, Mansfield Texas

Books on conflict resolution (1)

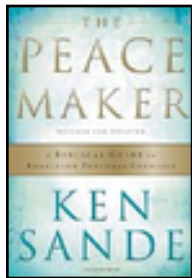


Caring Enough to Confront: How to Understand and Express Your Deepest Feelings Toward Others by David Augsburger. **From one reader:** “Growing up, I was under the impression that confrontation was a negative thing - that if I confronted a person about an issue then that meant I was a bad person for having poor or hurt feelings. After I read *Caring Enough to Confront* I understood that confrontation could actually be a positive response to negative behavior. I highly recommend this book for anyone suffering from the confrontation jitters.”



Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behaviors by Patterson, Grenny, McMillan and Switzler. From the back cover: “What happens when we act our disagreements or violate expectations rather than talk them out? Whether it’s a broken promise, violated expectation or just plain bad behavior, *Crucial Confrontations* teaches you skills for enhancing accountability, execution, and resolution. “

Books on conflict resolution (2)



The bestselling book, *The Peacemaker: A Biblical Guide to Resolving Personal Conflict* (available from the [MMCT library](#)) launched a ministry that has touched thousands. Peacemaker Ministries now has a [website](#) that includes resources to help Christians in conflict (found under

RESOURCES in the menu bar). Three of the many articles available are [Getting to the Heart of Conflict](#) and [The Slippery Slope of Conflict](#) by the book's author, Ken Sande, and [How to Deal with Those Who Differ with Us](#) by professor Roger Nicole.



Two for Free: The thought-provoking books of Anabaptist author Johann Christoph Arnold are available for free-download in English,

German, French, Spanish and Korean at the [Ploughshares Publishing website](#). Among the fifty titles you'll find there are *Why Forgive?* and *Seeking Peace*. Both are reflective, far-ranging meditations about resolving conflicts and making peace -- with God, ourselves and others, both individually and corporately.

Articles and radio programs

Two brochures by counselor Ron Kotesky are available on his website: [What You Need to Know about Conflict](#) and [Reconciliation](#). He also produced a three-part radio program with Al Stewart called [Reconciliation](#) that's available for downloading. "While it takes one person to forgive, it takes two people to be reunited."

Send an email to the mmct office and we'll send you copies of "[Conflict Resolution](#)" by Barney Davis and "[Conflict Resolution and/or Management](#)" by Dr. Laura Mae Gardner. Both are excellent and were written with cross-cultural workers in mind.

Two *Alliance Life* cover stories focus on conflict. Check out the [October 2000 issue](#) for feature articles like, "[Conflict Provides Opportunities](#)" and "[Caring Enough to Confront](#)" while the [April 2005 issue](#) carries the story of how one team grew close through conflict.

From *Discipleship Journal's* archives

- [How to Defuse Conflicts](#) by Dan S. Baty
- [How to Resolve Conflicts](#) by George Sanchez
- [Confronting Sin](#) by Mark R. Littleton
- [The Courage to Confront](#) by Julie A. Bailey

Common sense can be found in [Problem Solving Talk](#) and [Giving & Receiving Confrontation](#) from the **Ontario Asso. for Marriage and Family Therapy**.

Workshops that teach conflict resolution skills

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The **Sharpening Your Interpersonal Skills (SYIS)** workshop is a great way to learn conflict management skills. Four of the workshop's modules deal with conflict specifically ("Confronting Others," "Receiving Confrontation," "Managing Our Conflicts" and "Helping Others Manage Conflict." A [schedule of SYIS workshops](#) around the world can be found at [ITpartners](#), the workshop's website.

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Also available: Free articles on conflict by the workshop's author, **Dr. Ken Williams**. Check out [How to Handle Negative Feelings](#).

host a SYIS

Interested in hosting a workshop in West Africa?

Contact **Darlene Jerome** here at [mmct-wa](#)

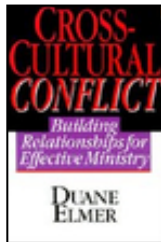
Link Care's "**Building Skills for Member Care with Excellence**" conference is being held from January 12-16, 2009 in California, USA. The focus of this year's conference is conflict resolution, seeking peace, forgiveness and reconciliation. Speakers include veteran cross-cultural workers and care-givers like Brent Lindquist, Perry Bradford and Lorraine Foute and partial scholarships are available in case of need.

For more information send an email to [Ken Royer](#) *as soon as possible*.



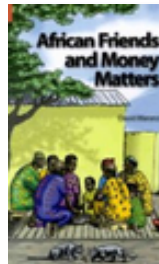
Cross-cultural conflicts: How to avoid them, how to heal them

Cross-Cultural Conflict: Building Relationships for Effective Ministry by Duane Elmer. “An informative book that introduces foundational concepts in intercultural communication through personal stories and discussions with concise suggestions on how to navigate differences successfully.”



African Friends and Money Matters by David Maranz.

“Westerners and Africans use money in very different ways, resulting in misunderstandings and relational breakdowns. Thanks to a clear grasp of his subject, a non-judgmental approach and many insightful anecdotes, Western and African readers will be able to make sense of customs that at first seem incomprehensible to each other.”



Learning to Think Korean by Robert Kohls. “As a Korean-American, I have read many books on Korea but I found this book the most relevant and practical to non-native Koreans who work with Koreans. It deals with our concern for harmony, hierarchy, ingroups, outgroups, status and proper behavior.”



Conflict with colleagues

- ❑ **CONFLICT** is a four-part radio broadcast by Ron Kotesky and Al Sterwart about conflicts at work. *“You have a disagreement with a fellow worker. It happens. And you are both standing by your principles .. prejudices .. or pride .. or some other motivation. This is called conflict. What should we do about it? What can we do about it? Available from MemCare By Radio.*
- ❑ **Problems in the Workplace** is an article by Dr. Ken Williams, the creator of the SYIS workshop.

Conflict with leaders

- ❑ **The Right Way to Respond to Authority** -- by Lorne Sanny
- ❑ **Submitting to Authority** -- by Karen Wolff
- ❑ **Submission to Human Authority** -- scriptures on submitting
- ❑ **Biblical Followership** -- by Ken Williams
- ❑ **When You Think Your Leader is Wrong** -- by Sarah Robertson
- ❑ **Abusive Leadership** -- Member Care by Radio broadcast



Correction:

Our [May 2008 TCK Issue](#) correctly advertised the **Expatriate Education Conference** that's going to be held in Niamey, Niger from January 8 to 14, 2009 (for more info, see p. 5 of [vol. 2 no. 2 on the mmct website](#)). Among participants will be **Dr. Karen Carr**, mmct's clinical director. She'll be available to parents to answer their mental health questions and to do psychological assessments.

Unfortunately, we were wrong about the contact person for further information and registering. [Jessica Mallett](#), the conference registrar, is the person to contact to register or for more information.

Important new conference information:

There will be a special track in Korean with four workshops designed for Korean families. The facilitator, Young Mee Shin, has extensive experience with the concerns of Korean families.

Addition:

Member Care Radio recently announced a new website for Third Culture Kids. It's called **TCKLife** and it's especially dedicated to **European TCKs**, their families and those who care about them. Check it out for:

- TCK Networks and Organizations
- Books, poems and videos
- Educational Issues
- Parenting Abroad
- Overseas Care


 The logo for TCKLife features the word "TCK" in a large, bold, blue font, and "Life" in a smaller, green, cursive font to its right.