

# Facilitator Development

TRUTH  
CENTERED  
TRANSFORMATION

## — Healthy Relationships

---



## Student Guide

---

# 1.1 Focus On Yourself

## 1. Focus on Yourself

*If it is possible, as far as it depends on you, live at peace with everyone. Romans 12:18*

- Where is the focus of this verse— on others, or on yourself?

*Therefore, if you are offering your gift at the altar and there remember that your brother or sister has something against you, leave your gift there in front of the altar. First go and be reconciled to them; then come and offer your gift. Settle matters quickly with your adversary who is taking you to court. Do it while you are still together on the way, or your adversary may hand you over to the judge, and the judge may hand you over to the officer, and you may be thrown into prison. So if you are offering your gift there before the altar and there remember that your brother has something against you, leave your gift there before the altar and go. First be reconciled to your brother, and then come and offer your gift. Come to terms quickly with your accuser while you are going with him to court. Matthew 5:23-25*

- In this verse, who has committed the initial offense—you or your brother?
- Who is supposed to make the effort at reconciliation?

*If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. Matthew 18:15*

- In this verse, who has committed the initial offense—you or your brother?
- Who is supposed to make the effort at reconciliation?

It does not matter whether you are the one at fault for a conflict. In either case, you are supposed to take the first step to make peace. If you have hurt someone, go and apologize. If someone has hurt you, go and tell them gently and forgive. Do not wait for the other person to come to you.

## 2. Do Not Judge

*Do not judge, or you too will be judged. For in the same way you judge others, you will be judged, and with the measure you use, it will be measured to you. Why do you look at the speck of sawdust in your brother's eye and pay no attention to the plank in your own eye? Matthew 7:1-3*

- What kinds of things or faults often make you angry at others?
- Have you ever committed the same faults?
- According to this verse, where do we need to focus—on others' faults, or on our own?

### 3. Have the Right Attitude

***For where you have envy and selfish ambition, there you find disorder and every evil practice. But the wisdom that comes from heaven is first of all pure; then peace-loving, considerate, submissive, full of mercy and good fruit, impartial and sincere. James 3:16-17***

If our own hearts are not right, we will never be able to have peace with others. But often we focus on the faults of others and forget our own. We try to change others but we don't try to change our own hearts. But if we don't have a right attitude or motive, then our attempts to influence others will be seen as manipulation or disrespecting those in authority.

### 4. Be a Peacemaker

***Blessed are the peacemakers, for they will be called children of God. Matthew 5:9***

***Make every effort to live in peace with everyone... Hebrews 12:14***

***Do not cause anyone to stumble, whether Jews, Greeks or the church of God—even as I try to please everyone in every way. For I am not seeking my own good but the good of many, so that they may be saved. 1 Corinthians 10:32-33***

***Let us therefore make every effort to do what leads to peace and to mutual edification. Romans 14:19***

Think again about the recent or current conflict you shared with your partner.

- What could you have done differently to make peace?
- How could your attitude have been better? Don't think about the faults of the other person, but think of the things you personally could have done differently.

## 2.1 Four Ways Of Interacting

### 1. Win/Win

Win/Win is the belief that everyone can benefit. As you face problems, you try to find solutions that are pleasing to both sides. Instead of doing things your way, or the other person's way, you look for another solution that allows for both people to benefit. This means there isn't a loser. Together you think of a way to benefit both people. This takes maturity. It also takes creativity, but the effort leads to better solutions that ensure good long term relationships.

Read Numbers 32: 16-18.

- How is this an example of Win/Win interactions?
- When should you use a Win/Win approach in your relationships with others?

### 2. Win/Lose

Win/Lose is the belief that for me to win you have to lose. This produces a solution where we get our way and the other person doesn't. Sometimes people even use their authority, wealth or their physical strength to get their own way.

Most of us have grown up with this type of thinking. For example, when we are in school we get awards for being the top of the class. We don't get an award for helping the others in the class to do well. Helping others improve is not valued. We are praised when we do better than others. So instead of helping others, we try to be better than them. If we do help another person and they do better than us, then they get the award and we don't.

Win/Lose thinking continues when we grow up. For example, in churches, we tend to almost feel upset when someone else's church grows. Why do we not celebrate? The Bible teaches us to rejoice with those who rejoice and weep with those who weep. We also see this attitude in small ways. When someone preaches a sermon, we think more about what was wrong or what we would have done better. We don't think as much about what we liked and what we learned. Why? We compare ourselves to others. Often, for us to feel good about ourselves, we have to believe that we are better than others. We have been brought up to believe that for us to be valued, we have to be better than others. That really isn't God's thinking.

Read 1 Samuel 18:6-11 and Mark 10:35-37, 41.

- How are these examples of Win/Lose interactions? Who won and who lost?
- So why is that so hard to rejoice when others succeed?
- How do you feel when you are the winner or the best? How do you feel when you lose and someone else wins?
- How does this way of thinking affect your relationships with others?

### **3. Lose/Win**

Lose/Win is letting someone get what they want and you do not get what you want. Sometimes this shows that a person may have little courage to express their own thoughts and feelings or is easily intimidated by others. They can have an attitude that their ideas, needs or concerns don't matter. Therefore, they always let others have their way. Sometimes this way of thinking is really about trying to please others.

There are some situations when it is wise to let someone have their way to show that you value the relationship. Not every issue is critical. Sometimes it is better to avoid an argument by allowing the other person to have their way. If the issue is really important to one person and it isn't dishonoring to God, the most loving thing to do could be to let them have their way. When done with the right attitude and motivation, the person that loses, actually wins by honoring the relationship and God.

Unfortunately, some Christians misunderstand this and believe this is what it means to put someone before ourselves. We might assume that the only way for us to be kind to others is to let them win and for us to lose. This is a misconception. The Bible does teach us to consider others. But it does not teach us to always be silent and let others get their way or tell us what to do - especially when it is an important issue. In the Bible, godly leaders regularly spoke out for what they believed. For example, Daniel was not willing to bow down and worship an idol and he went to his leader to ask not to eat the food they were serving everyone. He wasn't disrespectful, but he spoke up and didn't do what the king wanted. Nehemiah is another example. He asked the king for resources; he stood up to opposition; he dealt with the troublemakers among the Jews. He didn't just let others dominate him. Both Daniel and Nehemiah were people who spoke out. However, when they spoke out, it was for the sake of honoring God and not to just further their own ambitions.

Philippians 2:3 says we should do nothing out of selfish ambition or vain conceit. We cannot have healthy relationships if we always want our way or are trying to beat others for our own selfish reasons (Win/Lose) OR if we always let other people dominate us (Lose/Win). The Bible shows us plenty of examples of people who knew when to stand up for God's truth and when to honor the relationship and let others win.

People who misunderstand Lose/Win, believe this is what God requires of us and also tend to bury a lot of negative feelings. Those unexpressed feelings never die but often come out later in negative ways. These unexpressed feelings can cause resentment, disappointment, and even illness. Unexpressed feelings can boil over, resulting in an explosion of anger over something that really isn't that important. Eventually unexpressed feelings impact the quality of relationships that we have with others.

Read Matthew 14:6-10.

- How is this story an example of a bad Lose/Win interaction?
- Have you ever let someone dominate you? What makes it difficult to express your own thoughts and feelings to others?

Read I Corinthians 6:1, 7-8 and 8:9-13.

- How are these verses examples of good Lose/Win interactions?
- What was the motivation and attitude of those who chose Lose/Win interactions? What is the benefit of this choice?

#### **4. Lose/Lose**

Lose/Lose results when both people feel like they didn't get what they desired or hoped. This can be the result when two stubborn people with Win/Lose thinking come together. Neither one wants to lose, but by not cooperating both people end up losing. Revenge is also Lose/Lose. This can also happen when someone is so upset with someone else that in order to punish the other person they will also punish themselves. For example, imagine if someone started a new church in your area by stealing many of the members from your church. Being very upset, you retaliate by telling everyone bad stories about the other pastor. Then the other pastor starts telling stories about you. Eventually the people have so little trust in either of you that they either go to a different church or they stop attending church completely. Both you and the other pastor end up losing—lose respect, lose trust, lose church members, and lose your relationship.

Read 1 Kings 3:16-27.

- Which mother had a Lose/Lose attitude?
- Which of the four ways of interacting did the other mother demonstrate?
- Is a Lose/Lose attitude ever honoring to others and God? Explain your answer.

## 2.2 Three Relationship Stories

In your groups, read each story on the Student Guide 2.2 and decide which type of interaction it demonstrates.

1. *Steven and his wife have a good relationship but they typically argue over financial topics. Steven likes to be generous to other people. His wife appreciates his kind heart, but she wants to save money to help their children get a good education. At the end of the week of working as a daily laborer, Steven had some extra money. He remembered that his wife's brother had been sick and could not work for the past 3 weeks. He told his wife that he wanted to give that family some money to help them. His wife wasn't pleased. She had planned to pay the school fees and get the uniforms and books that their 3 older children needed. They started to argue again. Steven stopped to listen to his wife and he agreed with her that education for their children is important. He also reminded his wife that as Christians they also needed to care for their extended families. He suggested that they buy the most important supplies for school and only pay part of the school fee this week. They could ask to pay the rest the next week. This way they could give some money and maybe some extra food to her brother's family.*

- Does Steven have an attitude of high or low in cooperation toward his wife? How can you tell?
- Is Steven high or low in his courage of speaking up about his thoughts? How can you tell?
- Which attitude does this represent?

2. *Sarah and her sister always argue over who is responsible for taking care of her parents. Sarah's sister expects her to be the one to take care of them because she doesn't work. Sarah is the younger sister and she is generally quieter than her older sister. Sarah understands that her sister works and has 3 children, but her sister doesn't understand that with 5 little children and a sick husband, she doesn't have any extra time. Usually it is expected that the older child should care for the parents, but it is easier for Sarah to try to help her parents than try to get her sister to understand. So, even if she doesn't think it is fair, Sarah cares for her parents as much as she can.*

- Does Sarah have an attitude of high or low in cooperation toward her sister? How can you tell?
- Is Sarah high or low in her courage of speaking up about her thoughts? How can you tell?
- Which attitude does this represent?

3. *The church leaders at Christ Church have been discussing how to provide activities for the children during the adult service. The oldest elder argues that the emphasis of the church should be on the adults and not the children. He believes it is the family's responsibility to teach the children the Bible at home and they should stay with the adults during church. Although everyone else disagrees with him, he doesn't listen to them. Every time one of the leaders makes a suggestion, the elder stands up and argues against it. Even though one leader volunteered to work with the children, the elder said that all the leaders are needed in the adult church time. The leaders left the meeting reluctantly agreeing to not provide activities for the children during church.*

- Does the elder have an attitude of high or low in cooperation toward the other leaders? How can you tell?
- Is the elder high or low in his courage of speaking up about his thoughts? How can you tell?
- Which attitude does this represent?



## 4.1 Integrity

A major theme in the Bible is God's concern with how we live our lives. Today when we read the Bible we think about the Pharisees and scribes as the bad guys. But in Jesus' time, that's not how most people saw them. People at that time thought the Pharisees and scribes were the most holy and righteous people. The scribes dedicated their lives to studying the law. Everyone admired them. The word "Pharisee" means they were considered set apart for God. They interpreted and communicated the law. They adhered to every part of the law, and sometimes did even more. They fasted twice a week, even though the law only required once a year.

Imagine how shocked everyone must have been when Jesus said this:

***For I tell you, unless your righteousness exceeds that of the scribes and Pharisees, you will never enter the kingdom of heaven. Matthew 5:20***

Jesus said that we had to be MORE righteous than the scribes and Pharisees! How could that be possible? Fortunately, Jesus then gave six examples to help us to understand what He meant.

Read Matthew 5:21-48. Fill in the chart below. The first one is done as an example.

	OLD TEACHING	JESUS' TEACHING
5:21-26	You should not kill.	Don't even be angry with your brother. Be quick to forgive. Take steps immediately to heal a broken relationship. Resolve matters amongst yourselves; don't take others to court.
5:27-30		
5:31-32		
5:33-37		

5:38-42		
5:43-48		

How would you summarize the difference between the old teaching and Jesus' teaching?

**Reflection:**

1. How is Jesus' teaching different from the old teaching?
2. How is Jesus' teaching better?
3. How does Jesus' teaching show more righteousness than the old teaching?

## 4.2 Humility

If we truly recognize that our abilities come from God, then we have no grounds to deserve power or praise. Humility means we recognize that our accomplishments are not really our own, but actually they are God's.

### Don't Seek Human Praise

1. Share with your partner a time when you were upset when you didn't get special recognition for something you did.
2. Read Matthew 6:1-8.
  - What is the main point of these verses?
  - Where do you want to receive your reward, on earth or in heaven?

### Don't Seek Positions of Power

1. Share with your partner a time when you longed for a more influential or powerful position.
2. Read Matthew 23:8,10.
  - Why do you think Jesus warns us about being called Rabbi or Teacher?

### How Do We Become Humble?

Read Philippians 2:3-8.

1. **Do nothing from rivalry:** Stop comparing yourself to others. Assess yourself only according to God's standards. It's easy to become proud when we compare our accomplishments to others, but when we compare ourselves to Christ we quickly see how broken we are. This is the start of gaining humility.
  - a. In your life, who do you often compare yourself to?
  - b. What is one thing you can do to break this habit and focus more on Christ and who He says you are?

2. **Count others as more significant than yourself:** Look for ways to lift others up and give recognition to them. Take time to think about the needs of those around you. Are you willing to make a sacrifice to help them with what they need?
  - a. What could you do this week to show others in your life that they are significant?
  
3. **Take the form of a servant:** Christ had every right to be praised and glorified, yet He chose to give up His rights, and to live as a servant to others. Even though He was the Messiah, He was still willing to live humbly, never demanding special privileges. He did this even to the point of death!
  - a. What kind of privileges or rights are you holding on to?
  
  - b. What do you think God might be asking you to change or give up in your life in order to be more humble?
  
  - c. What are 2-3 specific things you could do to serve others around you?

## 4.3 Kingdom Thinking

What do people in this community desire or strive after? Circle the words that apply.

- Assistant
- Bond-slave
- Boss
- Chief
- Director
- Employee
- Employer
- First
- Helper
- Inferior
- Influential
- Insignificant
- Last
- Leader
- Lord
- Loser
- Manager
- Master
- Menial
- Minor
- Owner
- Poor
- Prestigious
- Primary
- Respected
- Rich
- Ruler
- Secondary
- Servant
- Slave
- Small
- Subordinate
- Success
- Superior
- Supportive
- Winner

### Discussion:

1. What do these words tell you about the ambition of people in your culture?
  
  
  
  
  
  
  
  
  
  
2. Choose which 5 words you want to best describe your own life.
  
  
  
  
  
  
  
  
  
  
3. Are your goals the same as your culture's? Why or why not?

# 5.1 Building Relationship Bank Accounts

## 1. Understanding the Individual

If you want to build trust with someone, you need to know what is important to them. Not everyone is the same. What is a 'deposit' to you may not be a deposit to others. For example, in close relationships like with your spouse or children, there are 5 common types of deposits. Gary Chapman wrote a book and called them, *The Five Love Languages*. They are gifts, words of affirmation, helping service, touch, and giving time. For example, some spouses may feel most loved if you give them a small gift, but others might prefer just spending time together. Some spouses might feel very loved when you help them with household chores, while others might feel most loved when you write a note to tell them how much you love them. If we don't take time to understand people, then we will not be able to make deposits that are meaningful to them.

## 2. Attending to Little Things

Little acts of kindnesses are very important. This can include using polite language, small favors or consideration of others. Being unkind or showing disrespect draws down relationship accounts. In relationships, little things are very important. Make sure that you always act with kindness and always show others respect.

## 3. Keeping Commitments

Matthew 5:37 says to let your yes be yes. If you say you are going to do something, then do it. Keeping promises builds up relationship savings accounts. People need to feel that you are someone that they can trust. Sometimes what seems like a small commitment to us can be very important to the other person. Imagine if you tell your children that you will play football with them after you get back from the training, but then you don't. Your children will feel disappointed. If this happens regularly, then they will learn not to trust you in other matters as well. Be very careful of the small things that you say and every commitment you make.

Obviously, there are times when something absolutely prevents you from being able to follow through on a commitment. At those times, it is best to explain to the person in advance what has happened and ask to be released from your commitment. However, even with an explanation, if we regularly are breaking commitments it will cause damage to our relationships.

## 4. Clarifying Expectations

One of the biggest relationship difficulties comes from misunderstandings about what is expected. You expect a person to do something, but that person may not even be aware of your expectation. This can cause a lot of tension. If you are expecting something of someone, then you need to tell them very clearly. Don't assume they know.

## 5. Showing Personal Integrity

Integrity means that what we are on the outside matches what we are on the inside. Being true to your word shows integrity. Another way to show integrity is to be loyal to people whether they are present or not. Imagine someone complains to you about another friend of yours. If you defend your friend, then you show everyone that you can be counted on. However, if you join in the gossip and complaining behind someone’s back, then everyone will know you cannot be trusted.

## 6. Apologizing sincerely when you make a mistake

We all make mistakes and this does cause withdrawals in our relationship bank accounts. When that happens, we need to apologize sincerely. A sincere apology minimizes the damage of our mistakes and makes the withdrawal smaller. An insincere apology will make the damage worse. God has called us to be quick to apologize to those we wrong and forgive those who have wronged us.

### Activity

Think of a specific person in your life who fits into each of the categories below. Think about your relationship. Rate the status of your relationship bank account in each area. (1 is low and 5 is high)

	Spouse or close family member	Colleague	Boss
Understand the Individual			
Attending to Little Things			
Keeping Commitments			
Clarifying Expectations			
Showing Personal Integrity			
Apologizing Sincerely			

### Personal Reflection

How healthy is your relationship bank account with each of these people? What are a few things you could commit to improve on this month that will build up your relationship bank account with each person?

- Spouse or close family member:
- Colleague:
- Boss:

# 6.1 Good Communication Skills

## Good Listening Skills

What makes a good listener? How do you know when someone is really listening to you?

Here are some Listening Guidelines to develop good listening habits:

- Stop what you are doing and give your full focus to the person who is speaking.
- Use body language to show you are listening—turn your body towards the person, lean forward, and look at the person (when appropriate).
- Focus your mind on what the other person says.
- Ask questions that help you to understand what the person is trying to say.

Bad habits when listening to others:

- **Interrupting** – Let the person finish speaking before saying anything.
- **Giving advice or trying to fix the problem** – Focus on understanding the person’s situation.
- **Sharing your story** – Don’t turn the attention to yourself by sharing your own stories or struggles.
- **Judging or criticizing** – Don’t focus on what the person is doing wrong.
- **Thinking about what you are going to say** – If you do this, you won’t hear what the person is saying, so you aren’t actually listening.
- **Not paying attention or pretending to listen** – Don’t look at your phone or your watch and don’t seem impatient. If you are reading, watching TV or texting, you aren’t really listening.
- **Don’t be quick to reassure or encourage, or quote Bible verses** – This may sound odd, but imagine if you try to encourage someone by saying, “God will work all things together for your good,” before you understand the situation; you might leave the other person feeling like they did something wrong or that they shouldn’t express their viewpoint.

**Read the following story:**

*One afternoon Arah decided to go play football with the other guys in the community. He is usually one of the best on the field, but today he wasn’t. When the game was over, his friend Festus asked him, “What’s wrong, Arah?”*

*Arah said, “Nothing...”*

*Festus had heard that he was having problems with his extended family so he asked, “Is it your family situation that is bothering you?”*

*“I guess it is... Things have gotten complicated and difficult with my uncles today. They were...”*

*Festus interrupted, “I told you not to trust them. I knew they weren’t being honest with you about the sales from your harvest. I know you have tried to help them because they are family. You are treating them better than they deserve. You always have a soft heart toward family—you need to take action and deal with the issue soon.”*



*Arah said, "That's not the issue."*

*"Come on, Arah, we all know that they didn't give you all the money from the last crop. You should stop doing business with them. I understand how you feel. That happened to me two years ago with my brothers, and I was so angry. I know just what you should do. It worked for me..." "*

*Arah walked away saying, "Never mind."*

1. Is this an example of good listening or poor listening? How do you think Arah felt about Festus' listening skills?
2. What are some bad habits that Festus did in this conversation?
3. What are some other examples of things that you shouldn't do if you want to build trust?
4. What are some things Festus could have done to be a better listener? How could Arah tell if Festus was listening to him?

## **The Goal of Listening**

The goal of listening is to fully understand the other person—what they are saying, their perspective and their situation. This way of communicating is focused on the other person more than ourselves. Seeking to understand others communicates that you care and value them. Because we care for each other we want to show respect for and interest in others' feelings, their opinions, their hopes, and their frustrations. This shows that we value who they are and how God has created them.

Unlike what we have already learned about listening skills, seeking to understand someone is a heart issue. It is a heart attitude that comes from having good character. It means we must sincerely want to understand the other person. We can't be listening just waiting to share our ideas, correct or even encourage the other person. If we do that, we are NOT focused on hearing the other person. Instead, we choose to first concentrate on understanding the other person. In a way, this kind of listening is a gift. It is focused on the other person and not ourselves.

To have high trust relationships we must be willing to take the time to listen and really understand others first. If we do not value and try to understand one another, we will never be able to have healthy relationships.

- What is the goal of listening to others?
- Why is this important?
- How is this an attitude and not a skill?

## Clarifying and Asking Questions

1. Ask questions to allow the other person to explain what they mean:
  - What do you mean when you said “(use their words)”? For example, “What did you mean when you said ‘things have gotten complicated’ with your uncles?”
  - Ask about anything that isn’t clear to you. For example, “How have things gotten complicated with your uncles?”
  - Ask the other person to share what they are focused on. For example, “What is upsetting you the most about the situation with your uncles?”
2. From time to time, repeat what you think the person has said in your own words. Then let them correct, restate or affirm your understanding.
  - State what seems important to you and how it is affecting the other person. For example, “I can see that what is happening with your uncles is really upsetting you.”
  - State something that the other person seems to value or is important in the situation. For example, “Your family is important to you, isn’t it?”

## Practicing Good Communication Skills

Do a three-person role play. Decide which person will take the following three roles.

1. **Speaker** – Think of a time in your life when you were either very stressed, very happy or very frustrated. Tell the listener about the situation.
2. **Listener** – Listen to what the speaker is saying. Seek to fully understand the situation so you can explain it to the rest of the group. Show you are listening by responding in appropriate ways. Ask questions to clarify what the speaker is saying.
3. **Observer** – Carefully observe the listener and make notes on exactly what they say. Also take note of the body language. How does the listener show that they are really interested? Is the listener focused on understanding the speaker? Especially listen to see if they:
  1. Give advice
  2. Tell a story about themselves
  3. Interrupt
  4. Judge or criticize
  5. Reassure or encourage without understanding

### Debrief in your groups:

1. **Listener:** How difficult was it to listen? Did you have to constantly remind yourself not to use bad listening methods? What was your attitude about listening? Do you think you were able to understand how the speaker felt and the situation? Share what you understood about the situation and the perspective of the speaker to see if you are accurate.
2. **Speaker:** What did the listener do well? Is there anything he could have done better? How did it feel to share your story? Did the listener have an accurate understanding of your situation and perspective?
3. **Observer:** What good listening skills did the listener use? What were some of the bad habits that were used? What body language did the listener use to show that they were interested? What ways did the listener use to clarify what they heard the speaker saying?

# 7.1 Peacemaking Skills

*Blessed are the peacemakers, for they will be called children of God. Matthew 5:9*

## Steps to a Biblical Peacemaking Process

### 1. Go to God

- a. First pray about the situation and ask God for wisdom and help to resolve it.
- b. Examine yourself before God. Rarely is a problem only because of the other person.
  - Look to see if you have any faults that need to be confessed.
  - Check your motives – Is there any anger, pride or resentment in your heart? Make the decision to forgive the other person. Ask God to help you overcome these feelings.
  - Consider the other person's perspective – Admit to God that you may have missed something.
  - Remind yourself of God's commands (e.g., love your neighbor as yourself, live in unity and peace with everyone).
  - Prayerfully plan what you will say – Be gentle, kind, patient, loving, etc.

### 2. Go to the person

- a. Go directly to the person with whom you have a conflict. Open discussion may resolve the issues and maintain peace and good relationships.
- b. Do not talk about the issue to others.
- c. Listen to the other person to understand their perspective and feelings. Ask questions to make sure you understand what the person is saying. Remember, good listening demonstrates respect and can help in a difficult situation.
- d. Remember to treat the other person the way you would like to be treated. Speak the truth with kindness, humility and respect. This does not mean that you always agree with them.
- e. Acknowledge and confess any harsh words or hurt that you have caused.
- f. If you have misunderstood them then you can apologize and give them the opportunity to explain. If the person admits their fault, then they may ask for forgiveness from the people concerned and make things right.
- g. If they refuse to discuss with you, then take someone else with you. If that fails, then go to step 3.

### 3. Go to the church or the next level in the organization

- a. Do this only if the first two steps fail and the issue is serious. Then you should go to the church or next level of leadership. Always go to the person first and then to the next level only if needed.
- b. Don't complain or gossip to others about the problem.