

Establish Criteria & Standards For Solutions

Parties in conflict can ease into the search for solutions by agreeing ahead of time on a set of standards against which possible solutions to a problem can be tested and evaluated.

A simple “pre-agreement” between conflicted parties/groups in a parish might look like this:

We agree that as we try to reach a mutually acceptable solution to our problem, we will consider ideas/solutions that meet “the test” of the following criteria.

The best solution will be one that (e.g.):

- *Serves or is consistent with the mission of the parish.*
- *Does not exceed what the parish has budgeted for.*
- *Can be supported by a consensus of Parish Council Members, Finance Committee members, staff, parishioners, etc.*
- *Is consistent with Archdiocesan policy.*
- *Meets all civic codes and regulations.*
- *Meets and reflects the social teachings of the church.*



WISE SAYINGS

- We ought not be an occasion for yet another deadly spike of anger or vindictiveness.
- Our presence and example should be a healing one to all.
- Remember: *An eye for an eye only makes the whole world blind — Ghandi*

THE P.A.U.S.E. PRINCIPAL



MANAGING CONFLICT IN THE PARISH FAMILY

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P.A.U.S.E. Principal*

We are a people of God reconciled to our God by the Resurrection.

We are a counter-cultural church and a people called to respond to the world in remarkably different ways from the way the world deals with conflict and disagreement.

We are then, a people who must commit ourselves to respond to conflict with others as God responds to us in all things — with love and a reliance on The Lord's good graces to assist us as we seek peace and forgiveness in times of conflict with our brothers and sisters.

One strategy for resolving conflicts is rooted in scripture and is given the acronym P.A.U.S.E. The P.A.U.S.E. process gives us a structure that allows us to shape our responses and efforts toward restoring harmony in patient and orderly ways rather than to react to the emotional forces that conflict so often stirs within us.

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P ~ PREPARE

The wisdom of the prudent is to give thought to their ways.. Those who plan what is good find love and faithfulness. Proverb 14: 8, 22

Take the time! Pray. Seek God's counsel. Get the facts. Have options ready. Anticipate. Identify issues and interests. Select optimum time and place for discussion, confrontation and problem-solving.

A ~ AFFIRM RELATIONSHIPS

To you who hear me I say, love your enemies; do good to those who hate you; bless those who maltreat you. Luke 6: 27-28

Express how important the relationship is to you. Separate personal issues from substantive issues. Express appreciation and concern for the relationship. Communicate courteously and respectfully. Confront graciously. Give praise and thanks.

U ~ UNDERSTAND INTERESTS

The better you understand others' interests, as well as your own, the more likely you are to develop acceptable solutions. See 1 Samuel 25: 1-44

Interests reflect what others **really** care about — their deep and core values. Often as people learn more about one another's interests, they discover they can agree on much more than they first realized.

S ~ SEARCH FOR CREATIVE SOLUTIONS

Brainstorm. Separate inventing from evaluating (criticizing). Reserve judgment until all options are explored. "Dovetail" options so that as many interests as possible can be met. Seek reasonable solutions.

E ~ EVALUATE THE POSSIBLE SOLUTIONS/OPTIONS OBJECTIVELY AND REASONABLY

Objectivity is based on data and facts. Reasoning is in accordance with sound judgment. Review the acceptability of each option in the light of previously agreed upon objective standards/criteria. *(See right hand fold of this brochure.)*