

## APPENDIX TWO

1. Practice Sessions
2. Role Play Case Studies  
Frank and Evelyn and Others STOREE  
Jack, Jill, Bob, and Melissa's STOREE (for mediators)
3. Instructions

## **Practice session instructions:**

### **Identifying heart themes and a plan for change**

Scripture makes very clear that we live out of our hearts (Proverbs 4:23) and that the heart is what “drives” us. Our thought life and our speech also directly reflect the heart (Hebrews 4:12; Matthew 12:34-35). All of this reveals the treasures/worship of the inner person (Matthew 12:35). This is when desires have become demands (Chapter five of *The Peacemaker*) and turned into ruling desires/enslaving desires. These ruling desires then lead to criticism and passing judgment on others (punishing).

As you look at Misty’s STOREE what seems to be driving her? What would you call the treasures of her heart? What is she worshipping? Given the circumstances of the case study, which heart theme would you address first and why?

What would the opposite of these be biblically and what biblical attitudes and actions would help her die to her false worship and replace it with true worship? Be specific and practical not theoretical. What homework would you assign and why?

### **Listening skills and hearing concerns**

An important part of being a skilled counselor/mediator is listening skills. We must send a loud and clear message to the one in conflict that we are hearing his or her deep concerns and demonstrate this is so by accurately reflecting back in your own words what is being said.

Let’s practice. One of you act as a counselee and the other as a counselor until we tell you to switch roles. Counselee—please express to the counselor what a fear or concern that you have about either the Church or the direction of our country. Counselor---explore the fear or concern and see if you can identify what the deepest fear is. What is motivating this?

Rules to follow:

1. No giving advice! This is about listening well and demonstrating to the other that you are.
2. Counselee—do not just talk freely. Make the counselor ask questions and lovingly explore.
3. Counselor---Ask who, what, when, where, why, how questions and avoid yes or no questions.
4. Counselor—every so often stop and reflect back what you are hearing by saying, “It seems like I’m hearing you say \_\_\_\_\_ but please correct me if I’m wrong.” Or, “How would you say it if I’m not getting it quite right?”

### **Turning Issues into questions to be answered (Issues, Positions and Interests)**

**Issues**---the things that are dividing individuals that are questions to be answered.

**Positions** —the stand that each party/person takes on the issues.

**Interests** —What are the underlying fears or concerns that are motivating an individual to take the position he or she does?

What are the dividing issues between John and Misty? If solutions are going to be found what are the strategic questions that need to be answered? What seem to be Misty’s motivating concerns? Just as a “heads up,” they are not all sinful. List three key issues and turn those issues into key questions to be answered. Work on the wording of the questions so that the issue is addressed most precisely.

## **Frank, Evelyn and others STOREE (Mediators)**

### **Situation:**

Frank and Evelyn have been married for 25 years, in fact, on their 25th anniversary she gave him a card saying, "I'm leaving." She did. She "went home to mom's," in another state, for about 6 months before she realized that this was no way to deal with their marriage problem. This event was a culmination of about 12 years of incredible frustration for both of them after she had become emotionally involved with another man, and possibly a second. She says she was not physical with this man but the husband doubts it highly and so do many family members. After moving back she refuses to sleep with Frank and has set up camp in a separate bedroom.

Speaking of family—they have two children. Their son is married and they have a daughter who had a child before marriage. In some ways they feel like they are failures as parents because of this event.

Both the son and daughter are disappointed with their mother for leaving and their father for being so controlling. Scott, the son has gotten to the point of not talking to his father because of what he sees as hypocrisy. Scott and his father have had some angry conversations and have exchanged sarcastic texts and email messages. He also will not allow his father to be around his children any longer. Scott is concerned about the negative influence on his family.

His brother is a pastor in another state and they have gone to him for help for years.

His mother (you can give her a name =) is very domineering and Evelyn has resented this for years.

They both claim to be believers, having grown up in "fundamental" Baptist type of homes. His father was a pastor, the founding pastor of the church that they attended until recently. His dad passed away a few years ago. Frank and Evelyn operate a Christian business and he is on the board of a large Christian organization. They met in Bible College and both are graduates.

The business is doing horribly and they may have to declare bankruptcy. They have tried to cut back on costs. They have sold one branch of the business, cut back the size of their stock but they are in deep. They have huge credit card debt and owe a parent company a large amount of money. Frank also borrowed money using his mother's home as collateral so losing that home is a possibility as well. All their employees know their problems.

### **Thinking:**

This is where it gets really interesting—classic "he says, she says." It is common for her to say, "He doesn't love me, he doesn't know how to love me." "He insults me physically." "He's controlling." "He doesn't know how to be relational with me." "We don't communicate." She dreams of the perfect Christian man— who would "meet her needs." "God made us to have needs." "We must be touched and our emotional needs are supposed to be met by a spouse." She reads any Christian self help book that comes out. She also occupies her mind with her grandchild. She believes that all he cares about is sex and that he believes that if they were physical that would solve everything. She says they have always been too concerned with what people think and do too much to keep themselves busy doing what the church wants them to do and haven't spent enough time for each other.

He says, "I love her, I need her." "A man has never loved a woman as much as I love her, you can ask anyone." He dreams about her loving him and desiring him alone. He is very preoccupied with his

business. He worries about the business. He schemes about the business. The business and his marriage dominate his thinking. His thinking is particularly dominated with her and the other man and possible men. “Why won’t she tell the truth?” “If she would just truly repent, then we could deal with this.” She denies anything physical and believes she has repented. He basically calls her a liar. He also hints at believing, “If we could just sleep together then everything will be all right.”

He would also think, “All I want is a faithful, committed wife.” This is nothing more than God would want her to be.” “I need a faithful committed wife.” “At the times when I’ve needed her most she has let me down” (when Dad died and now with the business). He also thinks, “I just need someone to listen to me.” “I need to ventilate.”

The mother-in-law gossips about her daughter in law regularly (primarily at church) and tells Frank she should never have married Evelyn. She lectures Evelyn regularly about how to be a good wife and reminds her that “dad” would have been appalled at how she was acting if he was still alive.

Scott believes both of his parents are hypocrites for what they have portrayed at church and in their business for years. He knows the real story though. He grew up with his father being controlling and has seen how controlling he is with his mom. He has also witnessed some of the outbursts of anger and the throwing of things. He’s ashamed of his father. He also dwells regularly on how “needy” his father has become.

#### **Others:**

The daughter has gotten to the point of believing Evelyn is the bad guy. She can’t believe her mom left home and is very disappointed in her.

People that know the story believe she is lying about there being no physical involvement with the other man. They think that maybe something “psychological” is going on that she is not remembering the events.

The Christian organization is possibly going to ask him to resign because of this poor testimony.

The employees of their business know “their business.” She complains that he has a big mouth and talks to anyone who will listen about their problems.

Scott isn’t talking to his father.

His brother, the pastor, says that they are both stubborn people and he has tried to help them for years. “They are both control freaks.”

#### **Response:**

At about year 10 Evelyn asked him to go for counseling but he refused. He was too embarrassed. After the emotional affair (years 11 or 12) they did seek counseling from his brother regularly and one other counselor for a brief time. He realized from her complaints at that time that he didn’t communicate well. He would just make decisions and leave her out. He thought he tried to change this. He took her on a big “get away.”

But, he didn’t take into consideration that maybe she didn’t want to go; she was “still recuperating from the emotional attachment to the other man.”

At this point they are both hurt, bitter and resentful, her more than him. She has a lot of anger and snaps at him. They accuse each other and have been known to throw things in frustration. He watches a lot of television and she reads self help books. For the most part they “clam up” with each other and have a history of not discussing things.” She is bitter at God. She complains of depression and has been to another counselor for depression.

Scott has responded by breaking off relationship with his father and has sympathy with his mother. The daughter is just the opposite. Both kids are embarrassed by their parents.

**Emotions:**

Evelyn feels very needy, bitter, and depressed. She doubts God, is bitter at the Lord and questioning Christianity in general. But, she has no where else to turn so senses a need to try to “hold on for dear life” to her beliefs. She struggles with anger. She’s depressed.

He fears the worst about everything. “She was unfaithful.” “She will never come back and I really need her.” “I’m going to lose the business.” He is anxious and if he hasn’t had panic attacks he has been really close to it.

The mother-in-law is angry. She is angry about the financial decisions that have put her home in jeopardy. She is angry at Evelyn for her “affairs” and the embarrassment this has caused to the family name.

Scott is worried about his mother and very frustrated (angry) at his father. He is also very frustrated by the lack of action on the part of the church leadership.

Expectations: (you figure out the heart stuff)

**Jack, Jill, Bob and Melissa's STOREE (for mediators)**  
**"Teammate conflict"**

**Situation:**

Jack and Jill are new missionaries to the field but not new to ministry. They actually were involved with full time ministry in the States before deciding that the Lord was leading them to serve overseas. They did not have a good first ministry experience though. They had received many complaints about their ministry while on staff of a church. They have been married only a few years. Jill comes from a background of abuse as a child and carries many of these hurts into her marriage as well as ministry.

Melissa is a veteran missionary of 10 years and a few months before had lost her coworkers of many years. Since they have now gone back to the States she has been left alone to run the ministry until the mission agency recently sent Jack and Jill. Melissa was asked to help them adjust but tensions quickly arose as she was concerned about work ethic issues and also different ways of doing things. It seems at some basic levels there are philosophy of ministry differences. These issues started to arise during their weekly staff meetings and most prominently during weekly ministry events. Harsh words have been spoken—mainly from Melissa to Jill. The relationship has deteriorated over the last months to the point that Jill and Melissa are only speaking when necessary and the three are no longer having staff meetings. Bob has been the Field Director for over a decade so he has the big picture of how this all unfolded. He has been in ministry for over 25 years though and this is by far the hardest experience he has gone through. He is disappointed with how everyone has responded to one another (including himself). He is particularly disappointed with how the home office back in the States has handled the whole affair. There has been lack of communication on some issues or no communication in general and he has felt abandoned to deal with the issues by himself. He certainly was never given any training in how to handle conflict among missionaries. He assumed, he now realizes wrongly, that all Christians would just be able to get along with one another. "We all have the Holy Spirit so shouldn't we just get along!" His biggest rub on the field has been with Jack though. From his perspective, Jack is unteachable and independent. He has confronted Jack and that resulted in Jack ceasing to talk with him. Jack has also written Bob numerous emails that have been offensive. Bob is also tired. He came to do ministry but it seems like all he is doing recently is conflict resolution.

**Thinking:**

Let's begin with Melissa. She would say that she was already struggling in her thinking because her long time colleagues have left and now she is stuck with these two young missionaries who don't even know how to work hard. She's also bothered because her supervisors are thinking about putting Jack in charge of the team even though she has been on this field for many years and knows how the ministry has operated. She thinks, "How could the mission leadership do this to me!" Since she was running the ministry for months by herself she would think, "I'm exhausted." As she evaluates Jack and Jill's new ministry she thinks, "Their way of doing things sure is different than mine." And, "I know people are going to be offended by how they do things and the types of things they say. I think it would be better if I just left this mission agency!"

Jack and Jill tend to be consumed by worrisome thoughts about being rejected again just as they were in the States. They also wonder why they have not been accepted more lovingly by their new coworker after they have sacrificed so much to move to this country. A common thought might be something like, "Don't people know that leaving home and moving cross culturally is hard enough?" "Why do they have to make it harder? I thought our coworkers would love us and be excited to have us here." At an even deeper level Jill is afraid of being hurt and withdraws very quickly when confronted by Melissa. "I must

protect myself.” Jack hates confrontation and has not confronted Melissa even when she has spoken harshly to his wife.

Bob just wishes everyone would “chill out.” “Why do you have to make life so tense for me?” “This is such a hassle” would be his perspective. “I thought that being Field Director would mean spending my time strategizing with a bunch of zealous missionaries who want to win the world for the Lord. This group just seems like they are fixated on how they have been hurt by one another.” “This is affecting my health and my family. I don’t know how much longer I can do this.”

### **Others:**

All of the other missionaries on the field know what is happening now and are saddened but this is particularly burdensome to the Field Director. He has spent hours and hours trying to sort through all of the issues and complaints and he is quite tired, frustrated and even angry. He is at his “wits end.” The mission agency leadership in the States is tired of the negative reports they are hearing and they wish these adults would just grow up. They don’t want to deal with it any longer.

### **Responses:**

Melissa is responding by going on the attack. She is contacting superiors by writing e-mails to the mission leadership. She is confronting Jack and Jill. She is taking matters into her own hands and organizing events so they don’t mess it up. She is so frustrated that she is now considering leaving the field.

Jill, on the other hand, is withdrawing and is having a hard time leaving their new house. She’s not sure she even wants to stay in the country. Boxes are still unpacked and now she has no motivation to even continue to set up their new home.

Jack is just trying to do ministry and when it’s his turn to plan events he does it using his own philosophy of ministry and not the one that was operating before they arrived. This just further frustrates (angers) Melissa. He doesn’t know what to do to help his wife.

Bob vacillates between ordering the other three to work it out to going into escape mode and pretending the conflict doesn’t exist.

No one is sleeping well.

### **Emotions:**

All four are vacillating between anger, fear, worry, and bitterness. For Jill there is also the added burden of depression that seems to immobilize her. Melissa worries about what will happen to the ministry. Jack and Jill worry about being rejected and are wondering if they will need to leave. Bob worries about his family, what the home office thinks of him, and how long this will last.

Expectations/wants/desires (the heart):

Melissa desires things to run like they’ve run for ten years. She is a very organized person who knows how to get things done and she just wishes they would follow her lead. There is also a high expectation that others would have the work ethic she has.

Jill deeply desires to be accepted and can't believe they are being rejected again. She wants peace and quiet. She expects that a coworker would be a friend and had an expectation that a coworker would be thrilled to have them on the team. She is not going to allow herself to be hurt again.

Jack would say he just desires peace and a good relationship with Melissa. I don't want to spend so much time having to get along with a coworker that it detracts from why we came here. He would also say that he wants to avoid conflict. I want my boss (Bob) to trust me but I don't like him ordering me what to do either.

Bob just wants the whole thing to go away. He wishes the home office was better trained and had trained him how to handle these situations. He wants the office to think he handled this well. He just wants some peace and quiet

### **Role Play Instructions—mediators**

**The Goal:** To work through the GRACEE process as much as possible. This is to be done as a team with your comediator.

**Assumptions:** Your parties are all believers, are committed to the process and have signed all documents. You have worked through the premediation process and all homework has been done.

**Detail:** Please practice the skills you have been taught. Feel free to break off into caucus if necessary. You will have to abbreviate each step though to continue working through the process. Please use your Bibles but this is about learning the process so please do not do extended Bible studies.

### **Role Play Instructions—Parties**

**The Goal:** Please be sure to read the STOREE a few times. Try to enter the world of the offended parties and imagine what it would have been like for each. For the sake of time, for the most part, be cooperative unless you are given instructions otherwise.

**Detail:** Be as realistic as possible but you will need to be brief. You will NOT be able to be longwinded with answers. For the sake of time, to allow working through as much of the process as possible please be concise with answers. This is unrealistic for a true mediation but a necessity for our purposes. The one exception for this will be when you are at A of the GRACEE process and are telling the story from your perspective (but still be sensitive to time).