

CONFLICTS ARE NATURAL AND NEUTRAL

Conflicts hinder the growth of any organization because they often lead to division. Everybody hopes for a conflict-free business, but this is not possible and I will show you why later. I would like to share a page from our lesson on Building A Healthy Organization, baka lang may matulungan sa inyo.

1 Corinthians 12 tells us that God brings people of varying backgrounds with different gifts in order to form a body, or an organization. Each gift is necessary because it serves a function the body requires. But because people do not have the same gifts, they see things differently from one another. An accountant will always look at problems differently from those in sales and engineering, and vice versa. Therefore, conflicts are NATURAL! They will always be present in any organization.

But conflicts are also NEUTRAL, meaning they are neither good nor bad; they can either grow the body or destroy an organization. If people insist that others should see things the way they see them, conflicts will destroy the body. However, they can be used to make a body stronger. This happens when people decide to respect each other's gifts and strive to complement one another, rather than compete with each other.

For me, the best advice in managing conflict and avoiding division is found in Philippians 2:2 to 4. In order to develop one mind, people must always consider others as more important than themselves and aim to serve other people's interest before their own. But then some of you may ask, "If I serve the interest of others first, who will then look out for my interest?" Interestingly, you will find that as you serve others, they will serve you in return. If you make them feel important, they will make you feel important as well. This is one of the most powerful business principles I have learned - "Serve, and you will be served!"