

psst...

# PASTORAL STAFF SUPPORT TIME

Retreat: "Facing Conflict Together....I've got your back!"

Thursday, April 16-17

Green Lake Bible Camp, Chrysalis House

## RETREAT SCHEDULE

### Thursday, April 16

- 2:30pm Registrations begin
- 3:30 Pre-Retreat Workshop,  
"Conflict Dynamics Profile" (optional)
- 5:30 Supper in Dining Room
- 6:15 Opening Matters  
Devotions  
Discussion regarding confidentiality  
Ice Breaker
- 6:45 Susan Nienaber - "Common Dynamics in  
Congregational Conflict"
- 8:30 Free time

### Friday, April 17

- 8:30am Breakfast in Dining Hall  
(coffee, tea available @ 7:30am)
- 9:15 Morning "stretch" devotions
- 9:30 Susan Nienaber - "Typical Difficult Behavior,  
and Why This is So Hard to Deal With in  
Congregations"
- 11:00 Free Time/Conversations
- Noon Lunch in Dining Hall
- 1:00pm Case Studies - Susan Nienaber, Consultant
- 2:30 Closing Matters  
Planning for the future  
Evaluations  
Closing Worship
- 3:00 Free time at camp, or homeward bound!



**Southwestern Minnesota Synod**  
**Evangelical Lutheran Church in America**  
God's work. Our hands.

*PSST...represents a network in our synod designed for pastors serving in settings with other pastors.*

## PRESENTER: Susan Nienaber

With a background as a counselor and therapist, Susan Nienaber combines compassion with independence when working with congregations on issues of conflict, dialogue, crisis, personnel, professional misconduct, leadership, and interpersonal dynamics. For nearly two decades, Susan has served as a consultant and mediator in congregations and denominations through the Alban Institute. She is an ordained Elder of the United Methodist Church and has been a hospital chaplain and parish pastor.. She writes, lectures, and leads training workshops and retreats for clergy and laity on subjects such as managing conflict and change, professional ethics and boundaries, the use of dialogue, developing staff, and strengthening leadership.



## REGISTRATION

Please register online at [www.swmnelca.org](http://www.swmnelca.org), events page and send payment to:  
SW MN Synod, PO Box 499, Redwood Falls, MN 56283

- \$35 Commuting
- \$65 Individual (includes lodging)
- \$100 Pastoral Team Rate (includes lodging)
- \$35 Conflict Dynamics Profile (optional)

Take advantage of the team discounted price when you register two or more pastoral staff serving in one congregation or parish. Each pastor will have to register themselves but click the team rate.

Team rate includes lodging however you will not be lodging as a team. Lodging will be same sex in double rooms. A single room is an additional \$16. Please see online registration for roommate and single room requests.

**Registration Deadline is Tuesday, April 1, 2015**



## PSST Retreat: "Facing Conflict Together....I've got your back!"

Just about every pastoral team will encounter folks who are challenging to leaders and other members. Unfortunately, not everyone experiences their behavior in the same way which then causes conflict within the team about how to respond. No matter who these difficult people are it is important to know when to embrace these folks, when to negotiate, when to stand your ground, when to withdraw and how to increase the congregational system's ability to maintain health and integrity. This training will use case scenarios to provide you with the tools, skills, appropriate mind-set and spiritual resources to deal with the most challenging folks in your congregation. Learn to evaluate the costs and benefits of different courses of action, how to manage your own reactivity and emotional "buttons" so that you can remain clear in your thinking, how you typically respond in stressful situations and how to make wise decisions.

Prior to this retreat, participants will be asked to provide scenarios to Susan so that she can customize the learning. Participants will also have the option to complete the Conflict Dynamics Profile online which will be emailed to you upon registration for an additional cost of \$35. Those choosing to do this profile are encouraged to come to the Pre-Retreat Workshop at 3:30pm Thursday to review results.

### OBJECTIVES

1. The participants will learn theories related to interpersonal conflict and dealing with others' difficult behaviors.
2. Participants will be able to analyze their own behaviors in situations of conflict gaining insight into their responses to challenging behaviors.
3. The participants will be able to identify when a problem is actually being caused by an individual vs. when something within the system may be the root cause.
4. Participants will increase their skills for leading in the midst of conflict.
5. The participants will have a plan for involving pastoral team members and leaders of the congregation in working with difficult behaviors to maintain health and congregational integrity.
6. Participants will have the opportunity to role play a method for addressing difficult behaviors and will learn ways to diffuse a personal attack.

