

MANAGING A NEGOTIATION: EFFECTIVE COMMUNICATION AND ACTIVE LISTENING



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What defines a leader more?



Joshua 22: A Case Study in Conflict Management

A Transjordanians build an altar (v. 10)

B West-Jordanians declare war (v. 12)

C West-Jordanians send an embassy (vv. 13–15a)

D Embassy accuses Transjordanians (vv. 15b–20)

E Transjordanians deny allegations (vv. 21–23)

F Transjordanians explain the altar (vv. 24–28)

E' Transjordanians deny allegations (v. 29)

D' Embassy accepts Transjordanian explanation (vv. 30–31)

C' West-Jordanian embassy returns home (v. 32)

B' West-Jordanians withdraw the threat of war (v. 33)

A' Transjordanians name the altar (v. 34)



Conflict Management Styles

1. Avoid/Accommodate
2. Persuade
3. Compel
4. Collaborate
5. Negotiate
6. Support



1. Communicate

The clear intention of the 10 and 1/2 tribes is to go to war.

The chose Eleazar, the same person who put an end to the debauchery at Baal Peor with the spear.

The message is clear: if you do astray, you will pay for it.



1. Communicate

“And the people of Israel **heard it said**, ‘Behold, the people of Reuben and the people of Gad and the half-tribe of Manasseh have built the altar at the frontier of the land of Canaan, in the region about the Jordan, on the side that belongs to the people of Israel.’ 12 And when the people of Israel heard of it, the whole assembly of the people of Israel gathered at Shiloh to **make war against them.**”



1. Communicate

When things go wrong, communicate instead of burying or stifling your observations until they explode.

It is good for God's people not to remain indifferent when problems seem to rise. Of course, had the Transjordanian tribes communicated their intent of building an altar, the whole issue could have been avoided.



2. Listen **before** conclusions

Then the people of Israel
sent to the people of
Reuben and the people of
Gad and the half-tribe of
Manasseh, in the land of
Gilead, **Phinehas the son**
of Eleazar the priest...



2. Listen **before** conclusions

But, they chose to send a delegation before declaring war.

They did not trust their judgment more than their brothers.



2. Listen **before** conclusions

Even if one is convinced about his/her judgment, do not jump to hasty conclusions.

The Western tribes were quick to believe the rumor that reached their ears and to draw the false conclusion that the Eastern tribes had already apostatized.



3. Talk before acting

Talk about the real or perceived problems before you act on your conclusions.

Talking reveals the real issue: there was a misunderstanding about the purpose of the altar.



4. Willingness to make a sacrifice

Be willing to make a sacrifice in order to reach unity. The West-Jordanian tribes were willing to give up part of their allotment to accommodate the Transjordanian tribes if being on the other side of the Jordan was the cause of their assumed apostasy.



4. Willingness to make a sacrifice

“But now, if the land of your possession is unclean, pass over into the Lord’s land where the Lord’s tabernacle stands, and take for yourselves a possession among us. Only do not rebel against the Lord or make us as rebels by building for yourselves an altar other than the altar of the Lord our God.” Joshua 22:19



5. Be gentle and kind

“A gentle answer turns away wrath, but a harsh word stirs up anger” (Prov 15:1).

When accused, falsely or rightly, give a gentle answer that turns away wrath.



6. Be clear and calm

Share your perspective and motivations in the clearest possible way. The answer of the Eastern tribes was so clear that the doubts of the other Israelites were dissipated.



7. Rejoice and bless God when peace is re-established

It is wonderful to see that the main Israelite congregation experienced a genuine joy when they learned about the true motivation of the two-and-a-half tribes.

They were not so proud of their judgment that what was right did not gain precedence over who was right.



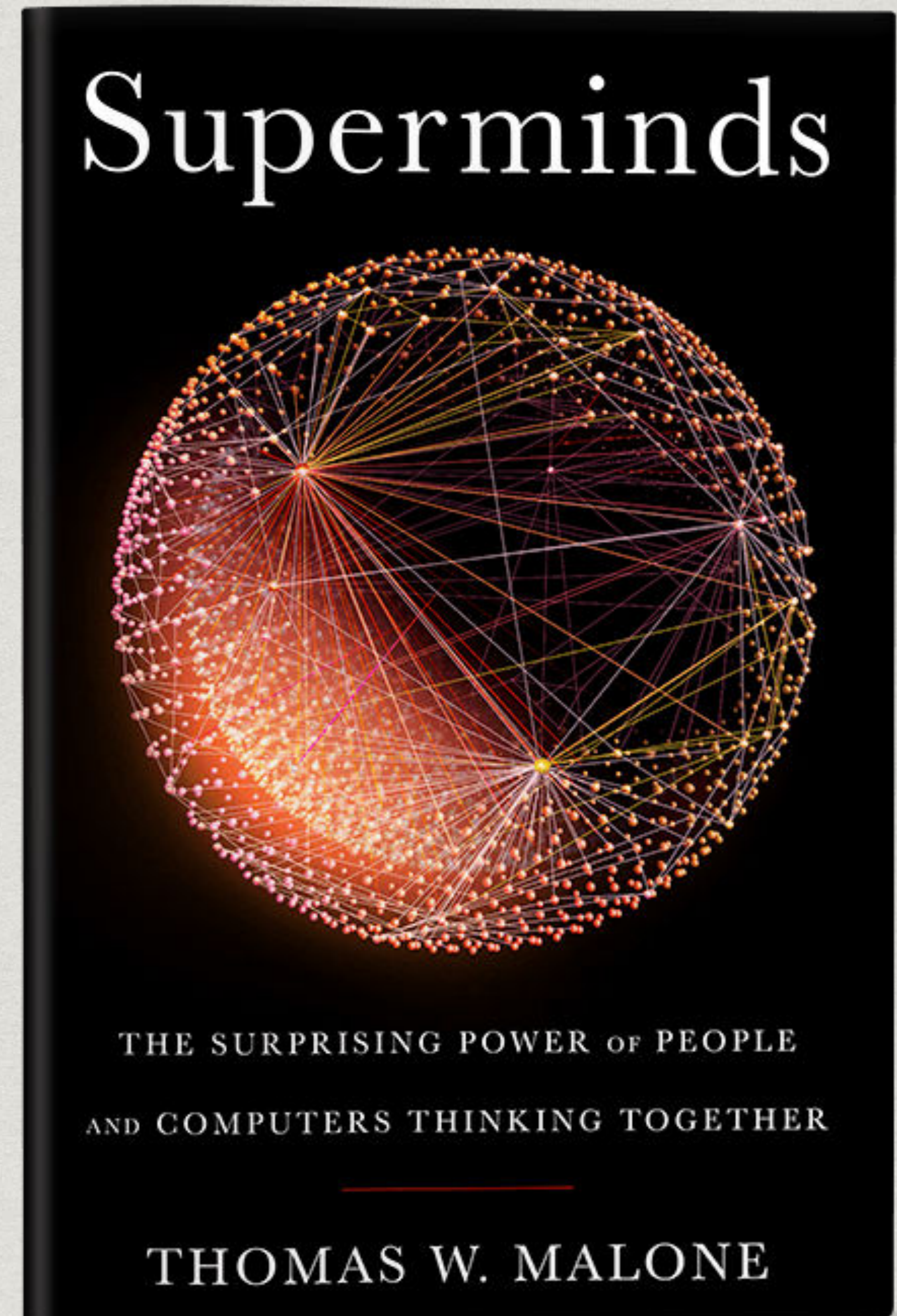
The Power of Listening

Obvious!?

The more you talk, the less you are listening!

Collective decisions: Thomas Malone (prof. at MIT) speaks about what makes groups smarter than individuals.

One of the factors: the degree to which the words are evenly distributed among the participants.



The Power of Listening

T. L. C.

"Full of compelling advice on how to lead more effectively by choosing your words more wisely." —ADAM GRANT, author of *Originals* and *Give and Take*, and host of the TED podcast *WorkLife*

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Leadership Is Language

*The Hidden Power
of What You Say—*

*and What
You Don't*

L. DAVID MARQUET

Author of *TURN THE SHIP AROUND!*

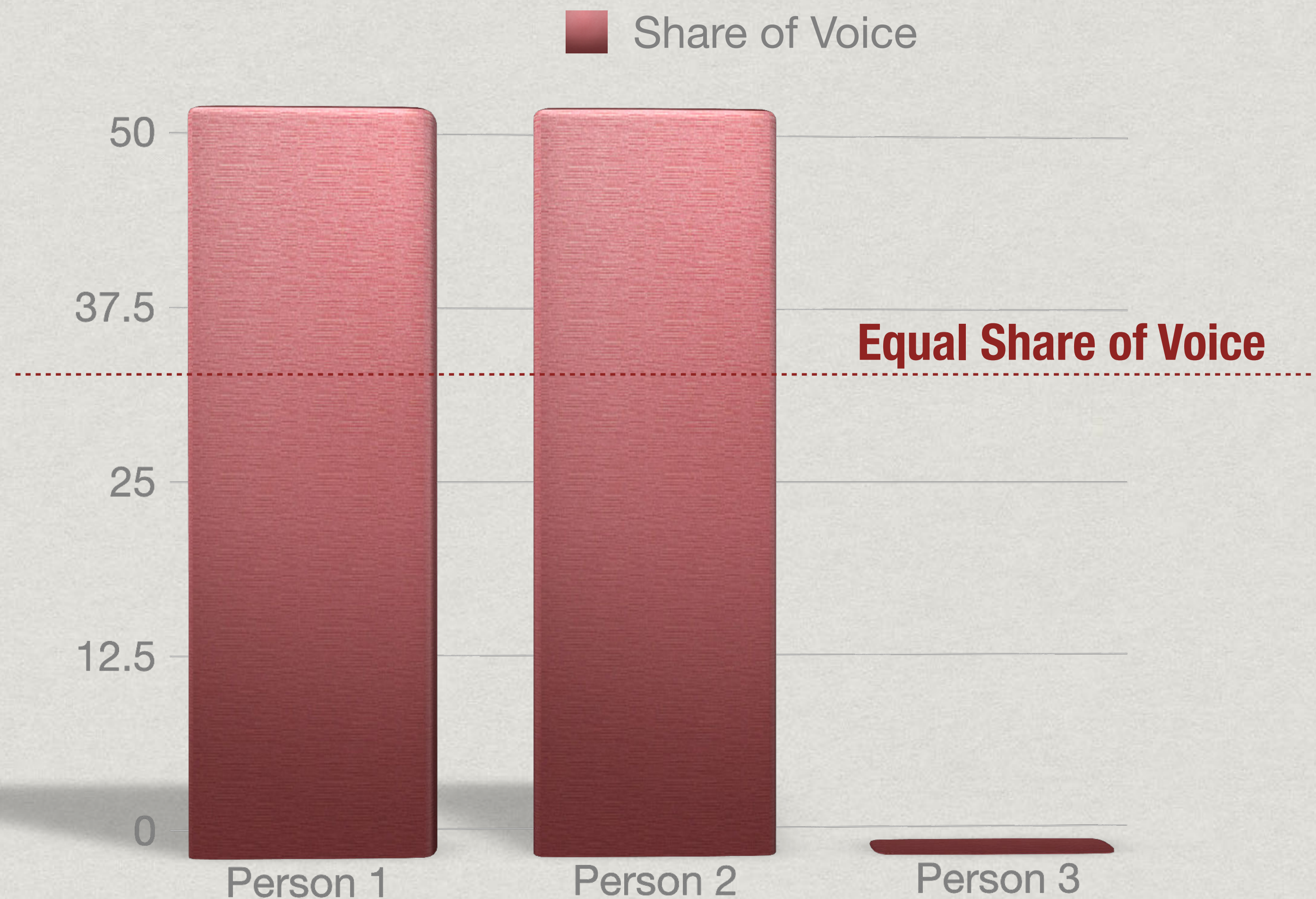
The Power of Listening

TLC: Team Language Coefficient

TLC = 0 - perfect balance

TLC = 1 - perfect imbalance

TLC = 0.5 - 2 persons share all the talk, one is silent



Group Decisions

How do the committees you lead look like?



Group Decisions

How do the committees you lead look like?

