



# Redeeming Conflict: 12 Habits for Christian Leaders

*Ann M. Garrido*

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It seems counterintuitive: conflict can be a blessing. But Catholic theologian and conflict mediator Ann M. Garrido identifies conflict as a potentially fruitful exchange that arises from living and working together in the diverse world God created. Garrido, author of the bestselling *Redeeming Administration*, offers twelve practical habits for responding to conflict, pairs each habit with a spiritual companion from history, and offers questions and prayers for growth.

In *Redeeming Conflict*, Ann Garrido explains that conversion comes through conversation, that there is a difference between “the truth” and “my truth,” and that you should be curious and practice “Pentecost listening”—or empathic listening—even if you think something is way off base.

Garrido will help Christian leaders discover how to speak directly with colleagues about tensions and about how to know themselves well enough to keep from becoming defensive in the face of negative feedback.

She uses saintly examples to illustrate her points, calling upon stories of St. Francis and a Muslim sultan, Leo the Great, Archbishop Óscar Romero, and Our Lady, Undoer of Knots. Garrido also offers sample exercises and tools to work through conflict within an organization and provides self-assessment questions and a prayer at the end of each chapter to help apply it to your personal and professional life. A small group discussion guide and a parish resource guide, which features homily and bulletin aids are available as a free downloads for the book.

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