

# Diaconate Training (Pt. 2)

## THE MINISTRY of CONGREGATIONAL CARE

Healing Church Conflict & Uniting the Body of Christ  
*Arrive. Enjoy. Leave the Rest to Us!*

Meeting ID: 964 319 7945    Passcode: CBA1    Conference Call: (301) 715-8592

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**CBA1**  
2026

Monday, March 16, 2026  
6:00PM



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Richmond, Virginia



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#### **Convictions & Conflicts in the Church**

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#### ***Diaconate Congregational Care: Healing Church Conflict & Uniting the Body of Christ***

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## Convictions

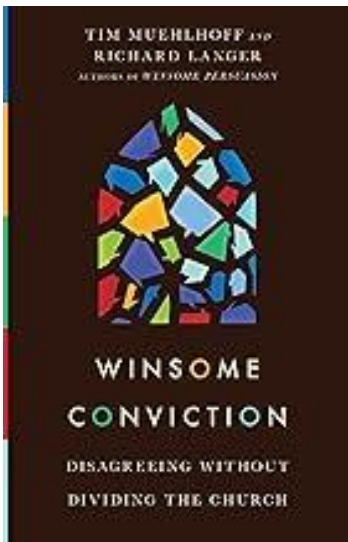
- A firmly held \_\_\_\_\_ or \_\_\_\_\_.
- The quality of showing that one is firmly \_\_\_\_\_ of what one believes or says.
- An \_\_\_\_\_ belief, stance, or perspective

*synonyms:*

Certainty, assurance, confidence, sureness, positiveness, without a shadow of a doubt

\*Definition from Microsoft Online Dictionary

### A. Two Types of “Convictions” in Ministry



#### #1 Personal Convictions

Things we personally believe that determine our personal \_\_\_\_\_ (i.e. what we say, how we respond, what we do) although we realize others may not share the same belief.

*(Winsome Conviction, Disagreeing without Dividing the Church; Tim Muehlhoff and Richard Langer, pgs. 33-34, 2020.)*

### Two Types of Convictions in Ministry

#### Personal Convictions

I \_\_\_\_\_...

We Feel...

They \_\_\_\_\_...

I Don't Believe...

Our \_\_\_\_\_ is...

#### Absolute Convictions

The \_\_\_\_\_ Says...

Our \_\_\_\_\_ Says...

Baptist \_\_\_\_\_ Says...

Christ Taught...

\_\_\_\_\_ Teaches in the Word...

## #2 Absolute Convictions

Convictions we believe should “absolutely” apply to \_\_\_\_\_, \_\_\_\_\_, unchangeable, uncompromised beliefs that should apply to ourselves and everyone around us.

*(Winsome Conviction, Disagreeing without Dividing the Church; Tim Muehlhoff and Richard Langer, pgs. 33-34, 2020.)*

### Absolute Convictions

- Not what we \_\_\_\_\_ or prefer, but \_\_\_\_\_ in the Will of God and the Message of Jesus Christ.
- Not swayed by what others may say, think, or do. The only matter of an Absolute Conviction is \_\_\_\_\_ and \_\_\_\_\_ God.

### The 1 Common, Absolute Conviction within the Body of Christ.

Our Conviction of \_\_\_\_\_ in \_\_\_\_\_. Our Faith in Jesus Christ is what makes us a “Whole” Body of Christ.

### (Unchangeable, Unwavering, Uncompromising Convictions)

“Absolute Convictions” require the **ENTIRE** Body of Christ to set aside \_\_\_\_\_ preferences on how the \_\_\_\_\_ of God should be utilized and handled within the church. **ALL** levels of the Body of Christ must be focused on Absolute \_\_\_\_\_ in God and not our personal preferences and individual desires in ministry.

*Dr. William H. Whitaker, II*

### All other “Convictions” are *Personal*.

\_\_\_\_\_, *but Personal Convictions.*

\_\_\_\_\_, *but Personal Convictions.*

\_\_\_\_\_, *but Personal Convictions.*

\_\_\_\_\_ *for an Individual Ministry, but Personal Convictions.*

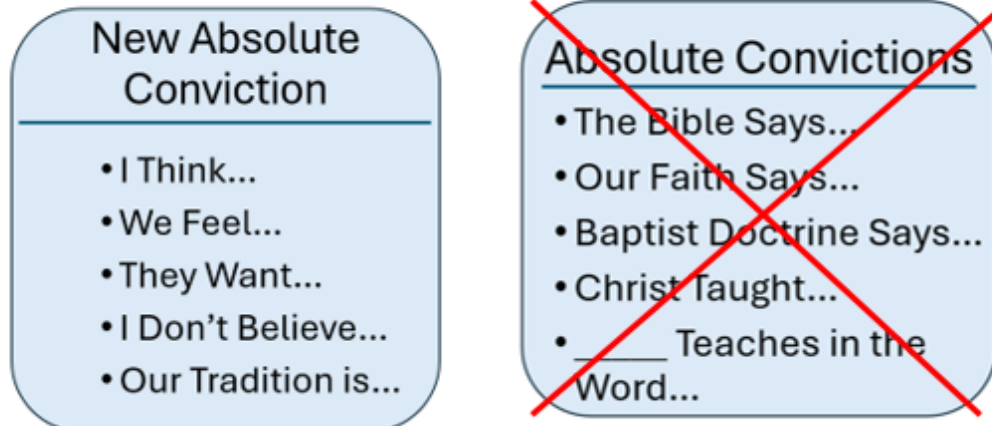
## I. Church Conflicts (Causes of...)

### A. Causes of Conflicts within the Body of Christ

Forcing \_\_\_\_\_ of Christ to follow “Personal” convictions about \_\_\_\_\_ rather than guiding and encouraging them to be led by their “Absolute” convictions about the \_\_\_\_\_.

## B. What Causes Conflicts within the Body of Christ? James 4:1-3

### The Cause of Church Conflict Don't be led by Christ. Follow me!



The expectation that the church is to follow Personal Convictions of people rather than the Absolute Conviction of our faith in Jesus Christ.

## C. Personal Convictions that Led to Church Conflict in the Bible

Acts 6:1 with **Dr. Whit's Notes**

*In those days when the number of disciples was increasing, the Hellenistic Jews [the Greek speaking, \_\_\_\_\_] among them complained against the Hebraic Jews [the \_\_\_\_\_, Aramaic speaking church families] because their [the Greek speaking, newcomer] widows were being overlooked in the daily distribution of food.*

## D. The Hebraic, Aramaic Speaking "Clique" in the Jerusalem Church

1. The \_\_\_\_\_ People: The initial inhabitants of Israel.
2. "The O.G.'s": The original, native church members of the Acts 6 church.
3. Original Language: Spoke the "native tongue" of Aramaic as a language.
4. In Charge: Controlled the distribution of the \_\_\_\_\_ resources in the church in Jerusalem.
5. Personal Convictions: \_\_\_\_\_ & unjust against the Hellenistic Jewish withholding the distribution of ministry resources from the newcomers in the church.

## E. The Hellenistic, Greek Speaking “Clique” in the Jerusalem Church

1. “\_\_\_\_\_”: They settled in Jerusalem, but were not from Jerusalem.
2. “Foreign Tongued”: They spoke \_\_\_\_\_ as a language when the Hebraic Jews spoke Aramaic.
3. “Different”: Their ways of \_\_\_\_\_ were Greek.
4. “Visitors”: They had their own synagogues (i.e. the Synagogue of the Freedmen in Acts 6:9)
5. **Personal Convictions:** \_\_\_\_\_ against the Hebraic Jewish original church members only associating with the Hellenistic newcomers from their own ethnicity, language, and culture.

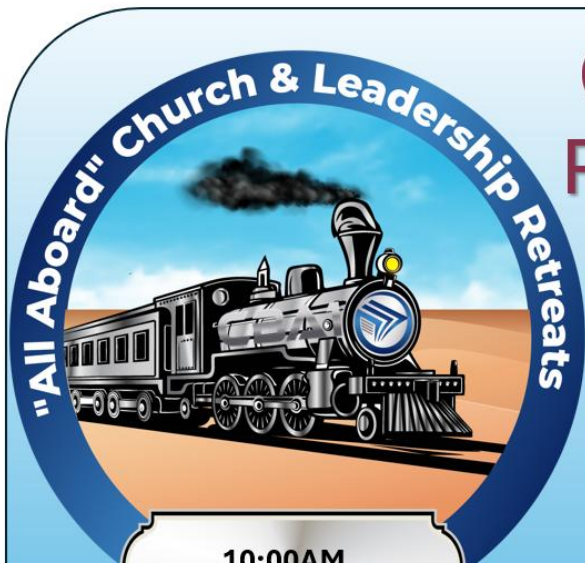
## II. The Handling of Cultural & Ministry Conflict within the Body of Christ

Acts 6:3-4 helps Diaconate Leaders understand that the Diaconate focus **MUST BE** \_\_\_\_\_ that is centered on Christ **IF** the church is to be focused on the Word of God.

### A. Deacons and Deaconesses are called to...

1. *Lead by \_\_\_\_\_ Convictions in Christ and not Personal Convictions in “self”.*
2. *Lead others to seek & discern God’s \_\_\_\_\_ as a Body of Christ.*
3. *Neither being the source of nor being a part of congregational \_\_\_\_\_.*

*How Congregational Care Ministry Heals Church Conflict & Unites the Body of Christ.*



10:00AM  
Sat., March 28, 2026

# Churches-In-Transition & Pulpit Committee Training

For Congregations & Search Committees...

- Preparing for a Vacant Pulpit
- Currently in a Pastoral Search
- Preparing to Call a New Pastor
- With a Newly Called Pastor



*Arrive. Enjoy. Leave the Rest to Us!*

No Charge (Donations Received). No registration needed.

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## Trustee Training (Pt. 2) Entrusted: From the Altar to the Courthouse

*Roles & Responsibilities of the Church Trustee*

Monday, April 13, 2026

7:00PM

Dr. William H. Whitaker, II - Facilitator  
(804) 617-7855 [dr.whitaker@cba1.org](mailto:dr.whitaker@cba1.org) <https://cba1.org>

Meeting ID: 964 319 7945 Passcode: CBA1 Conference Call: (301) 715-8592



# “Carriers of the Word”

## Deaconess MINISTRY “Cross” TRAINING



Monday, April 20, 2026 @ 7:00PM



Dr. William H. Whitaker, II – Founder / [dr.whitaker@cba1.org](mailto:dr.whitaker@cba1.org) / (804) 617-7855 / [www.cba1.org](http://www.cba1.org)  
Meeting ID: 964 319 7945 Passcode: CBA1 Conference Call: (301) 715-8592



# Clergy/Associate Minister “Cross” Training

Following Pastoral Leadership  
& Supporting Your Pastor’s Vision  
Monday, April 27, 2026 @ 7:00PM (Zoom Only)



Dr. William H. Whitaker, II – Founder / [dr.whitaker@cba1.org](mailto:dr.whitaker@cba1.org) / (804) 617-7855 / [www.cba1.org](http://www.cba1.org)  
Meeting ID: 964 319 7945 Passcode: CBA1 Conference Call: (301) 715-8592

***Diaconate Congregational Care Ministry:  
Healing Church Conflict & Uniting the Body of Christ.***

**Key Insight:**

Many church conflicts happen when **preferences** are treated like **convictions**.

**III. Understanding the Diaconate**

**A. Bridge Builders within the Congregation**

Diaconates serve as \_\_\_\_\_ bridges in the church.

They bridge gaps between:

1. Leadership and the \_\_\_\_\_
2. Different \_\_\_\_\_ within the church
3. Hurt members and the church \_\_\_\_\_

**Key Idea:**

The role of the Diaconate is **servng** and **spiritual**, not political.

**B. The Spiritual Posture of a Diaconate**

The most powerful leadership tool is \_\_\_\_\_.

Diaconates lead with:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Unity grows when leaders model \_\_\_\_\_ character.

### **C. Diaconates Remind the Church:**

- We are not here primarily for our \_\_\_\_\_.
- We are here for God's \_\_\_\_\_.

### **D. Practical Congregational Care Tools for Diaconates**

1. \_\_\_\_\_ gatherings for unity
2. \_\_\_\_\_ sessions with members
3. Asking and granting \_\_\_\_\_
4. Encouraging \_\_\_\_\_ conversations
5. Visiting \_\_\_\_\_ or disengaged members
6. Partnering closely with the \_\_\_\_\_
7. Modeling \_\_\_\_\_ and \_\_\_\_\_

#### **Key Insight:**

Leadership culture spreads through \_\_\_\_\_.

## **IV. Congregational Care that Heals Church Conflict**

### **A. What Is Conflict?**

Conflict is disagreement, struggle, or opposition between two or more \_\_\_\_\_ with perceived incompatible goals, interests, or ideas.

### **B. Unhealthy Ways Churches Handle Conflict**

Common unhealthy patterns include:

1. \_\_\_\_\_ (people stop talking but tension remains)
2. Side conversations (“parking lot meetings”)
3. \_\_\_\_\_ and cliques
4. Spiritual language masking division
5. Leadership \_\_\_\_\_

**Key Insight:**

When conflict is ignored, division grows underground.

**C. Three (3) Components of Biblical Congregational Care (Acts 6)**

Congregational Care in the Bible is...

1. \_\_\_\_\_
2. Relational
3. \_\_\_\_\_

**D. Four (4) Responsibilities of Diaconate Congregational Care**

1. \_\_\_\_\_ to concerns of the congregation.
2. Care for people within the congregation.
3. \_\_\_\_\_ trust between the congregation.
4. Ensure fairness to the congregation.

**Key Insight:**

Diaconates are ministers of \_\_\_\_\_.

**V. Diaconate as Congregational Peacemakers**

Matthew 5:9

“Blessed are the peacemakers.”

**A. Peacemaking means:**

- Not avoiding \_\_\_\_\_
- Actively restoring \_\_\_\_\_
- Helping people move toward \_\_\_\_\_

**Key Truth:**

Peacemaking requires humility, courage, and sacrifice.

**B. Peacekeepers vs Peacemakers**

Peacekeepers try to \_\_\_\_\_ conflict so things stay calm.

Common patterns:

- Avoid hard \_\_\_\_\_
- Ignore \_\_\_\_\_
- Say “Let’s just move on”

Result: Problems stay hidden and grow deeper.

### **C. Peacemakers**

Peacemakers address conflict in loving and biblical ways.

They:

- Speak \_\_\_\_\_ with grace
- Encourage honest \_\_\_\_\_
- Help people move toward \_\_\_\_\_

Result: Relationships are \_\_\_\_\_ and the church becomes \_\_\_\_\_.

## **VI. Four (4) Steps to Diaconate Congregational Care**

### **Step 1: Listen Before Leading**

James 1:19

“Be quick to \_\_\_\_\_, slow to \_\_\_\_\_,  
slow to \_\_\_\_\_.”

Practical listening steps:

- Hear \_\_\_\_\_ sides
- Seek \_\_\_\_\_ before solutions
- Avoid quick \_\_\_\_\_
- Let people feel \_\_\_\_\_

**Key Insight:**

Many conflicts calm down when people feel \_\_\_\_\_ and \_\_\_\_\_.

**Step 2: Protect Unity**

Ephesians 4:3

“Make every effort to keep the **unity** of the Spirit.”

Diaconates protect unity by:

- Discouraging \_\_\_\_\_
- Redirecting \_\_\_\_\_ conversations
- Encouraging direct \_\_\_\_\_
- Promoting \_\_\_\_\_ responses

Unity must be actively \_\_\_\_\_.

**Step 3: Address Issues Early**

Matthew 18:15

“If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over.”

Healthy conflict resolution includes:

- \_\_\_\_\_ conversations
- \_\_\_\_\_ communication
- \_\_\_\_\_ - \_\_\_\_\_ correction
- Seeking \_\_\_\_\_

**Key Insight:**

Small problems become big \_\_\_\_\_ when ignored.

#### **Step 4: Refocus the Church on Mission**

After the conflict in Acts 6:

- The Word of God \_\_\_\_\_
- The number of disciples \_\_\_\_\_

Conflict had \_\_\_\_\_ the church from its mission.

#### **VII. Final Encouragement**

Church conflict can feel \_\_\_\_\_, but God often uses conflict to produce growth and maturity.

In Acts 6 the conflict produced:

- New leadership
- Stronger \_\_\_\_\_
- Church growth

Diaconates are often the key **to healing and unity.**

#### **Closing Thought**

“Healthy churches are not \_\_\_\_\_ churches.  
They are churches where leaders lovingly guide people back to unity in  
Christ.”



# Anchor & Serenity Spiritual Formation Consulting Ministry



**Rev. Andrea Chang**  
Founder, Coach, &  
Spiritual Director  
Ontario, Canada

## **Rev. Andrea Chang — Founder, Coach, & Spiritual Director**

- Spiritual director, coach, missionary, and pastor.
- Ordained with the Canadian Baptists of Ontario and Quebec.
- Master of Theological Studies (Tyndale University)
- Doctorate of Spiritual Formation (Tyndale University) – Current Study.
- Certified Intercultural Development Coach and Administrator (IDI®)
- Intercultural Conflict Styles (ICS®) practitioner
- Spiritual Director with Tyndale Spiritual Formation Centre

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**Rev. Nelson Chang**  
Ontario, Canada

## **Rev. Nelson Chang - Co-Founder & Leadership Coach**

- Co-founder of Anchor & Serenity with a wealth of pastoral and leadership experience.
- A Spiritual Director and a certified Intercultural Development Coach (IDI®)
- An leadership trainer in community transformation.
- An ordained pastor and regional leader with the Canadian Baptists of Ontario and Quebec, Canada.
- Master of Theological Studies from Tyndale University
- Completing his Doctor of Ministry in Spiritual Formation.

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