A workshop exploring…

Problem
Conflict Resolution

an Engineer's perspective

Do you believe...

- **"Conflict" is the lowest form of problem resolution? The uncivilized form? The "base-case" form?**

- **Unless I choose, "conflict" is the default problem resolution process?**

- **This is about Problem Resolution, not Conflict Resolution?**

- **When I allow "Anger" to kick-in as the motivator for my behaviors when resolving problems (out-of-control) the results are especially damaging to all involved?**

- **My personal effectiveness in problem resolution increases as I shift from "self-involvement" to "self-awareness?"**
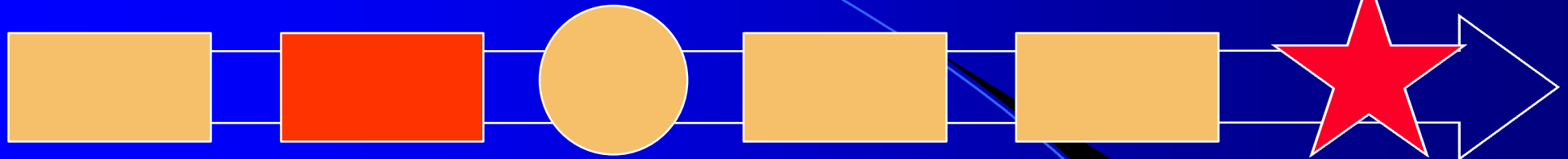
Do you believe that...

- **I must resolve the conflict "within" before I can resolve the conflict "without?"**

"Conflict" siphons mental, emotional and physical energy from the pursuit of greater purposes?

Do you beleive that using conflict is a process...

it's definable, repeatable and predictable?

Process: <u>Winning a Situation</u>
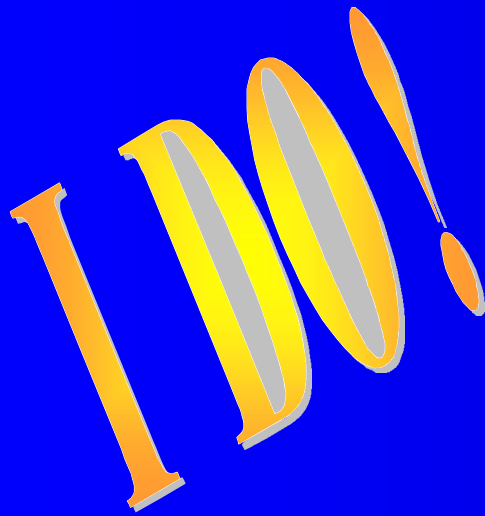
Situation fraught with value mis-alignment potential.

Reactivity engages; all battle stations on alert.

Emotional-based survey of how ugly this could get; sizing-up the situation.

Satisfaction of engagement exceeds the fear of potential negative consequences.

Belief that victory is possible!

Surge of adrenaline kicks-in and ignites rocket!
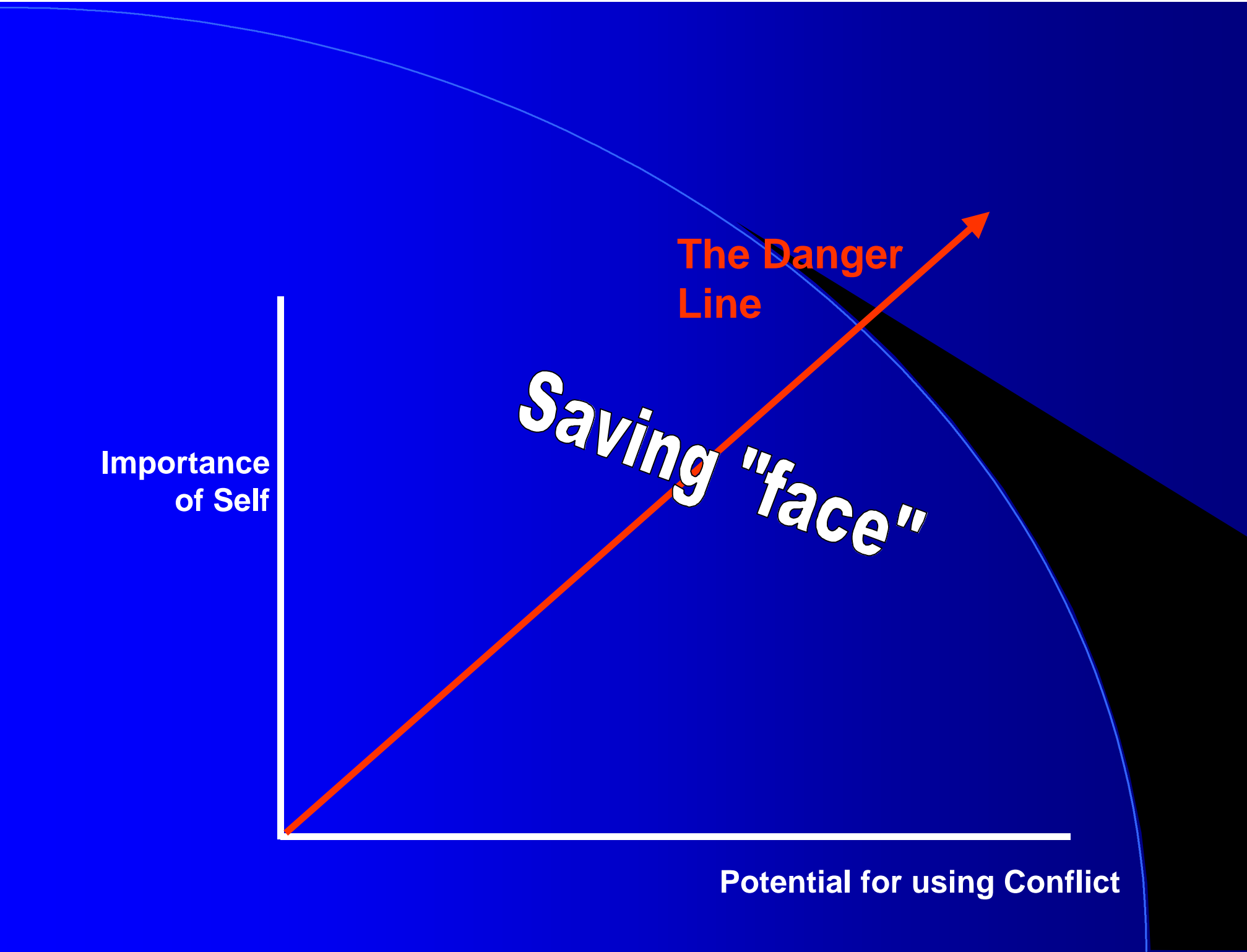
I DO!

A.D.'s Beliefs on Conflict

- **This is only about you and what makes you happy or satisfied.**
- **Anxiety, long-suffering, anything negative to you are bad things which you do not need to experience.**
- **Protect yourself at all costs. Never be exposed. Always have cover.**
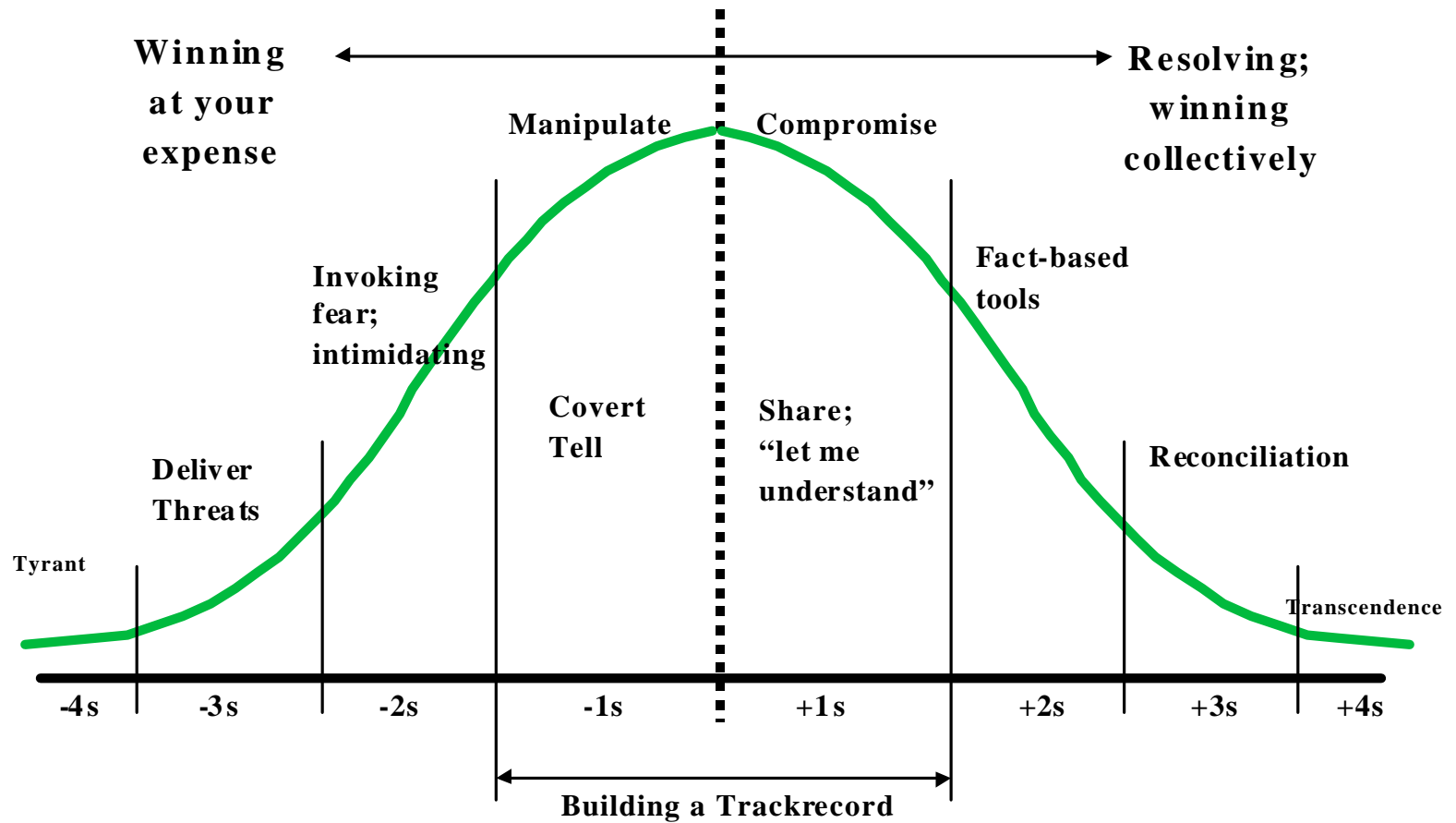- **Stand-up for yourself. You are what is important. Push yourself forward into battle.**

I believe…

…a full range of Problem Resolution options are available to a person if they can

Become Conscious!

PROBLEM RESOLUTION

Winning at your expense ← → Resolving; winning collectively

Manipulate   Compromise

Invoking fear; intimidating

Fact-based tools

Covert Tell

Share; "let me understand"

Reconciliation

Deliver Threats

Tyrant

Transcendence

-4s   -3s   -2s   -1s   +1s   +2s   +3s   +4s

Building a Trackrecord

Process: Resolving a Situation

Invoke personal D.O.S.

Determining that enough is known to proceed.

Determining readiness to proceed.

Situation fraught with value mis-alignment potential

Inspect situation / players for possibility of shifting from 2-force to 3-force model. Face-up to personal capabilities and limitations.

Possibility thinking within my belief bounds.

Intervention design based on situation and assessment.

Preparation activities.

Execute intervention design.

Compare result with possibility thinking.

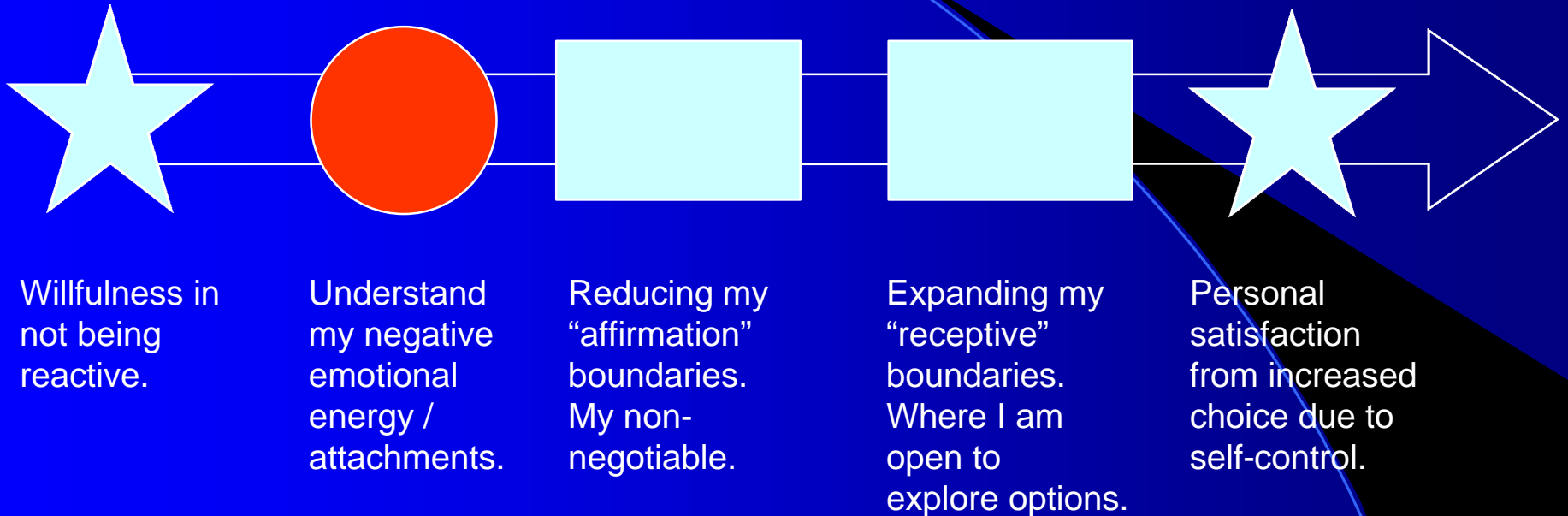*Let's examine closer on the next page...*

A.D.'s Beliefs on Resolution

- **To shift from conflict, I must move beyond "self."**
- **Options for solutions increase with self-control.**
- **Problem resolution does not just "happen;" it requires purposefulness.**
- **Problem resolution takes place before the situation ever occurs.**
- **The only thing I can actually change is myself.**
- **Problem resolution does not equal winning.**
- **War within myself is where conflict begins.**

Process: <u>Increasing Personal Effectiveness in Achieving Purposefulness</u>
(internal D.O.S.)

Willfulness in
not being
reactive.

Understand
my negative
emotional
energy /
attachments.

Reducing my
"affirmation"
boundaries.
My non-
negotiable.

Expanding my
"receptive"
boundaries.
Where I am
open to
explore options.

Personal
satisfaction
from increased
choice due to
self-control.

Let's examine closer
on the next page...

A.D.'s Beliefs on Internal D.O.S.
- Intense personal work is required to align the ①'s creating peace within.
- Freedom from self allows freedom from reactivity.
- Using the 3-force model is not natural.
- The pursuit of purposefulness directs behavior.

Negative Emotional Energy

- A feeling which saps my will (apathy) or ignites my anger

- Rooted in self-importance

- Driven by "attachments"

Do You know Your Attachments?

Do you know how your body tells you an attachment has been hit ?

CONFLICT RESOLUTION WORKSHOP

Alden Davis, Organizational Strategist
Pratt & Whitney

Purpose:

Create a desire among people to increase personal effectiveness when faced with conflict.
and move into a level of behavioral awareness which maximizes respect and interpersonal skills.

Understandings:

Problem solving *does not equal* winning

Move beyond "SELF"

Options for solutions increase with self control

Impact :

The strengthening of individual proficiency and increased productivity while providing strong, personal growth.

Workshop

Purpose:

To equip ourselves with conflict resolution skills

In a way that creates a desire to shift from reactive to controlled behaviors

So that personal effectiveness in resolving problems increases.

At the end of this session:

If given a problematic situation, resolution flow-maps and an awareness of personal attachments

Design an intervention

So that the problem is resolved and people have increased spirit and will.

Agenda:

The art of winning

The art of resolving

The work of applying