



Conflict Resolution

manual

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Introduction

In this world we live in, more often than not, people do not believe they have the power to change much that they witness. In truth, this is not the case. As we change and grow, the world around us changes and grows.

Because we cannot escape problems, the most powerful thing we can do is learn how to deal with them effectively and powerfully. This, in turn, guides us to intelligent responses and actions which inevitably lead to peaceful solutions, which then feeds our own empowerment.

We are what we feel. Therefore, it is safe to say we must go ‘through’ the problem to get out of the problem. We need to access our own emotions in relationship to the challenge and then drive them intelligently and appropriately.

The more unattached we are to outcome, the better chance we have of seeing a positive outcome. Through detachment, we view the situation with clearer eyes and an open heart. This, in itself is the first step to conflict resolution because we are actually laying the seed for the avoidance of conflict.

Problems and difficulties are often opportunities and lessons. Our personal power is directly connected to our ability to problem solve. If we use each challenge as an opening for our own advancement, our lives become exciting and exhilarating. We need never forget that fear begets fear. What we put out, we will indeed get back. So our mandate for ourselves needs to be calmness, clarity and confidence. We can access this through contemplation and patience. To leave a problem too quickly is to ensure its return.

A wise master once said: “In all matters of life, start, study, commit. This leads to a goodness filled with great promise.”

Exercise 1

The Power of Emotions

*Emotions and empowerment are Siamese twins -
one cannot move without the other.*

We can use emotions that weaken our power - equally, we can use emotions that strengthen our power. The more we use our emotions that empower us, the more we develop our conflict resolution skills.

Which of these emotions are you most concerned about in yourself. Number them 1 - 5, 5 being the most you are concerned about and 1 being the least. Pick the three that bother you the most and write how you plan to change them.

Emotions that weaken our power for conflict resolution

___ Feeling impatient

___ Feeling confused

___ Feeling resentful

___ Feeling jealous

___ Feeling fearful

___ Feeling doubting

___ Feeling bored

___ Feeling judgmental

___ Feeling irresponsible

___ Feeling cruel

___ Feeling deceptive

___ Feeling rigid

___ Feeling controlling

___ Feeling lethargic

___ Feeling pessimistic

Name the three emotions that you are concerned about the most and how do you plan to transmute them?

1. _____

2. _____

3. _____

Which of these emotions do you trust in yourself. Number them 1-5, 1 being the lowest and 5 being the highest.

Emotions that strengthen our power for conflict resolution

___ Feeling open-minded

___ Feeling committed

___ Feeling willing

___ Feeling compassionate

___ Feeling wise

___ Feeling sensitive

___ Feeling pure

___ Feeling optimistic

___ Feeling forgiving

___ Feeling generous

___ Feeling calm

___ Feeling peaceful

___ Feeling conscious

___ Feeling grateful

___ Feeling understanding

Name the three emotions that you are concerned about the most and how do you plan to strengthen them?

1. _____

2. _____

3. _____

Exercise 2

The Power of Peace

Handling something well is nice but handling something that is difficult and staying peaceful...is true power.

Which of these statements that lead to peaceful solutions do you find the easiest and which do you find the hardest. Number them 1-5, 5 being the hardest and 1 being the easiest. Taking the hardest, write how you plan on transforming it.

A person who empowers peace is one who...

- ___ Maintains a good sense of humor.
- ___ Maintains humbleness and humility.
- ___ Has an awareness for everything involved.
- ___ Has a sensitivity towards the other person or persons.
- ___ Is not attached to outcome.
- ___ Quells the ego - stays in the heart.
- ___ Is direct and tells the truth.
- ___ Models self-respect and respect for others.
- ___ Listens intensely.
- ___ Is non-judgemental.
- ___ Has an inclusive attitude rather than an exclusive attitude.
- ___ Allows mistakes for ourselves and others.
- ___ Maintains integrity.
- ___ Is not afraid of feelings.
- ___ Does not avoid conflict.

1. Which is the hardest statement for you and how do you plan on transforming it?

2. Which is the easiest statement for you and how do you plan on transforming it?

Exercise 3

The Power of Wisdom

Knowledge is learned - wisdom is our birthright.

1. The reward of power is not what we receive from it, but in what we become by it.
2. To stop learning is to start dying.
3. If we escape problems - we escape growth.
4. When we are in denial about ourselves, we are usually in denial of a situation.
5. Any fault recognized is already on it's way to be corrected.
6. If we trust, we do not worry – if we worry, we do not trust.
7. A winner is one who has unmerited a goodness towards others.
8. Mistakes are the inroads to our intelligence.
9. Heroes may be brave, but not all of those who act bravely are heroes.
10. Contentment can only be felt if we do not have attachments.
11. The more important ingredient to peace is listening skills.
12. Though we must use our head, decisions must come from our heart.
13. Think profoundly about details.
14. Never flatter anyone where not merited.
15. It's all personal, however don't take it personally.
16. Do not send away in judgment – send away in wisdom.
17. Dispel darkness by infusing enlightenment.
18. Repair corruption with authority.
19. Be the truth, regardless of popularity.
20. Lines between black and white can be clouded by an instant of unconsciousness.
21. Take on the decline of humanity through emotional intelligence.
22. Move away from inferior elements without feeling superior.
23. Overcome obstacles by understanding the reasoning behind them.
24. Victory comes from determination and is lost through vacillation.

Which three wisdoms mean the most to you and why?

1. _____

2. _____

3. _____

Which three wisdoms are the most difficult for you and why?

1. _____

2. _____

3. _____

Exercise 4

The Power of Strategy

1. To lead it - live it.
2. There can be no peace through arrogance.
3. Saying the right thing is no proof of virtue.
4. Value sincerity above all other things.
5. Never act rashly or foolishly.
6. Eliminate things quickly that could cause resentment.
7. Use only virtue to attain the outcome you desire.
8. Victory can only be achieved through focus.
9. Be prudent, percise and preserve your energy.
10. The pathway to peace is paved with emotional intelligence.
11. Sacred opportunities should be kept secret.
12. Be ready to endure rejections; yet do not let them stop you.
13. Always consider the harm others can do before you make a decision.
14. To create peace, one must be strong in heart.
15. Be unyielding when you know something is right.
16. When you are in truth, others will be more uncomfortable lying.
17. Face problems with someone head on; do not talk behind their back.
18. Be strong like the bamboo shoot; know when to bend.
19. Ignoring someone worthy of listening to is ignorance.
20. The solid foundation of all relationships is based on loyalty.
21. Love is not a word - it is an action.
22. We are only as good as our words so do not waste them.
23. Do not flatter or boast - otherwise you are toast.
24. Stop talking when others are not listening.
25. Do not get involved with anything that will not benefit your destiny.
26. Study the problem, contemplate the solution then communicate.
27. Do not seek popularity, search for what is right.
28. Timing is everything so pick the right moment.

Which three strategies mean the most to you and why?

1. _____

2. _____

3. _____

Which three strategies are the most difficult for you and why?

1. _____

2. _____

3. _____

Exercise 5

Closing Exercise

1. What do you feel you learned from this guide that you will incorporate into your work/school life?

2. What do you feel you learned from this guide that you will incorporate into your personal life?

3. Which exercise did you like the best and why?

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