

RESOLVE CONFLICT:

EVERYONE CAN WIN

Skill 7: Willingness to resolve

Extra study materials



Are you informed or inflamed?

Unexamined anger or resentment stands in the way of willingness to resolve.

Whenever I'm inflamed, there's something for me to learn about myself

When a situation just informs me of a problem, I may need to fix it. But when the situation inflames me, that extra emotion comes from a personal issue that I haven't fully recognised. I have a 'hot button' and it's been triggered!

This situation offers me an opportunity to find that personal issue and separate it from the outer situation. I then have a clearer perspective and respond more appropriately.

My greater self-awareness may arise by acknowledging:

- **An unresolved piece of my personal history that has been triggered.** Old emotions from another time flood unbidden into this new situation that may not be appropriate now. e.g. If I was seriously let down as a child, I may be wild when people don't do what they promised.
- **The other person's actions obstruct a need I have, but I haven't realised how important that need is for me.** e.g. Under-estimating my need for companionship, I am too deeply hurt when a friend postpones time we had planned to spend together.
- **A quality I strongly dislike and don't acknowledge in myself. I suppress or pass over it inside me. It makes me wild or feel contempt when I see it unchecked in others.**
e.g. When I cannot accept my own anger, greed or arrogance, I am excessively disturbed when I see that in others.

When I discover what the extreme part of my reaction is really about, and acknowledge what I hadn't seen about myself before, I simmer down.

I begin to see the current reality more clearly and less emotionally.

Something may indeed need fixing. Perhaps I'll address the situation directly or perhaps the solution actually lies elsewhere.

When I'm no longer unreasonably inflamed, I can view the situation objectively and act more appropriately.

For things to change, first I must change.



