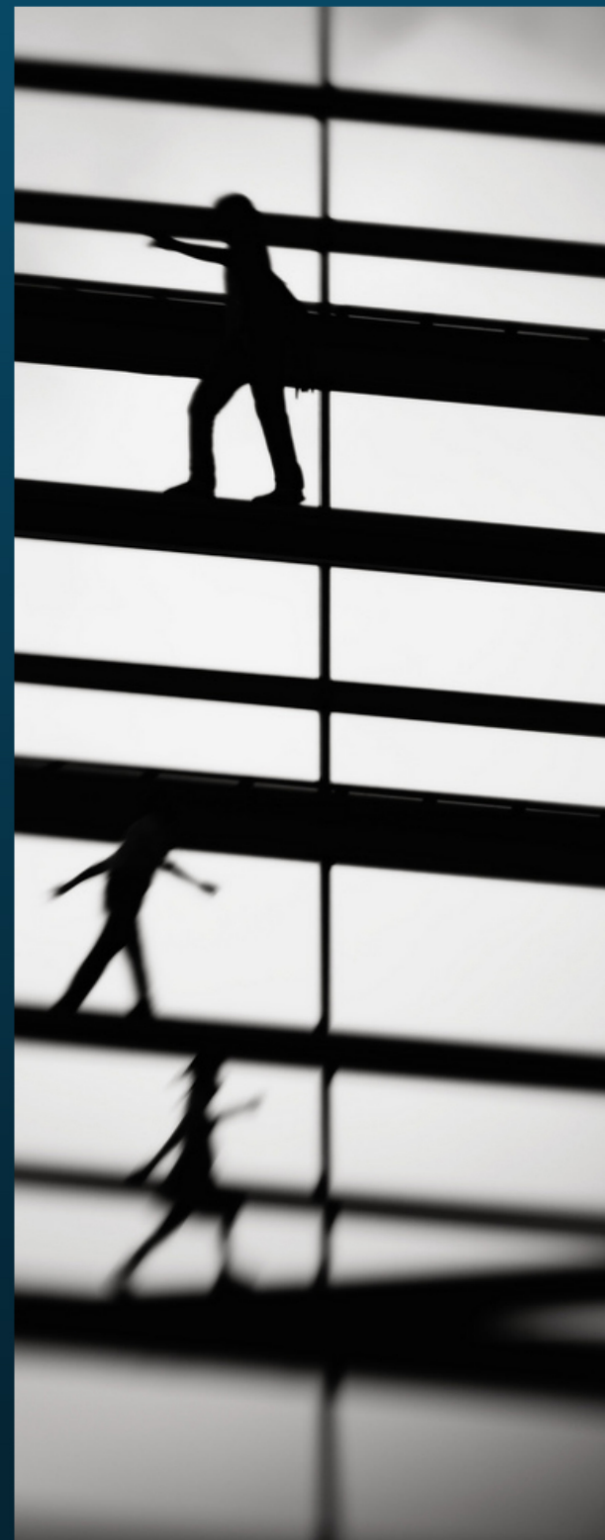


"Raising Humanity by Diminishing Conflict"



(20 (10 (5 (3) 5) 10) 20)

**There is no conflict
between humans...**

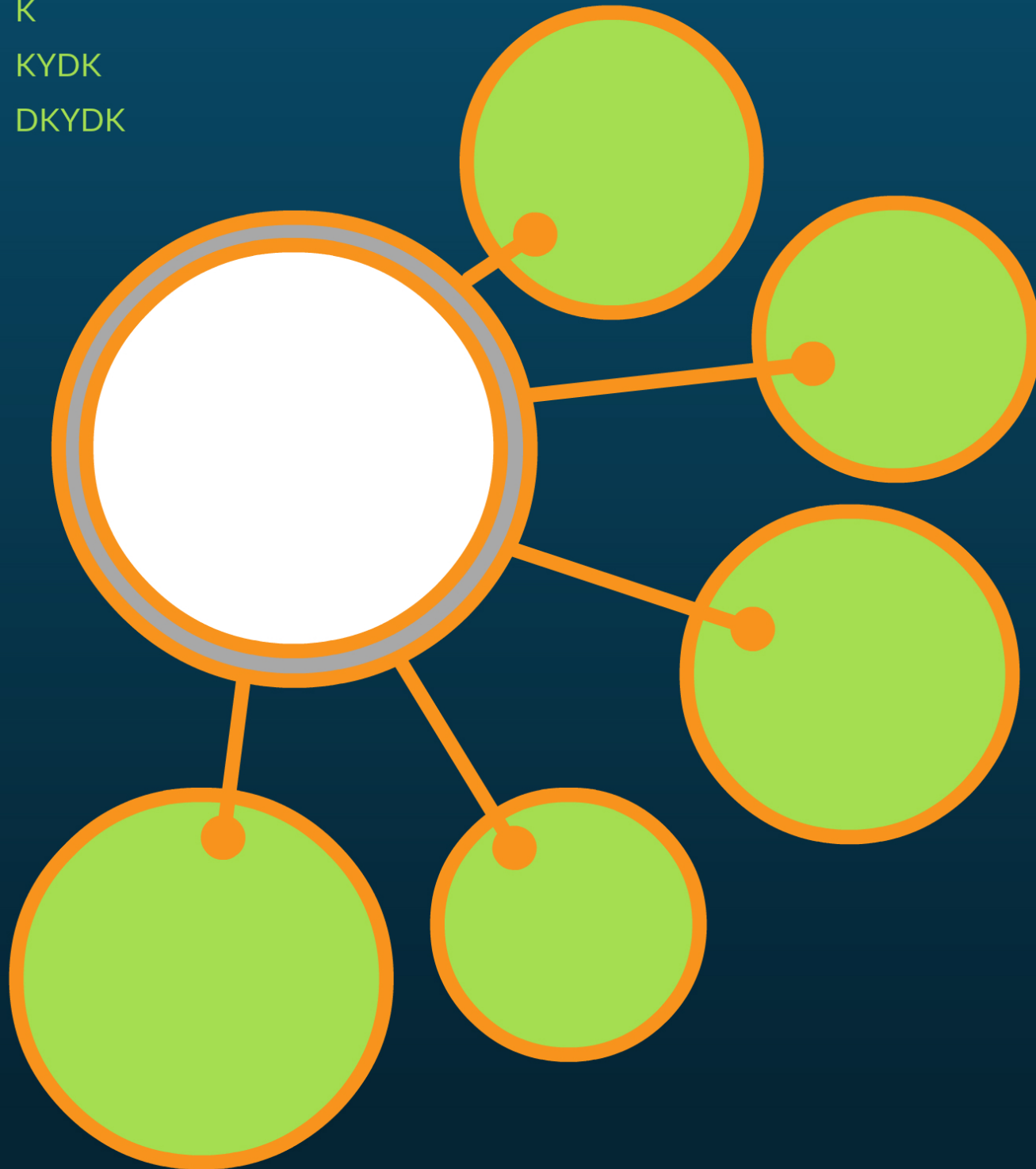
**Values
Methods
Context
Culture**

**How do you
change an
attitude?**

**Give the
People what
they want.**

K
KYDK
DKYDK

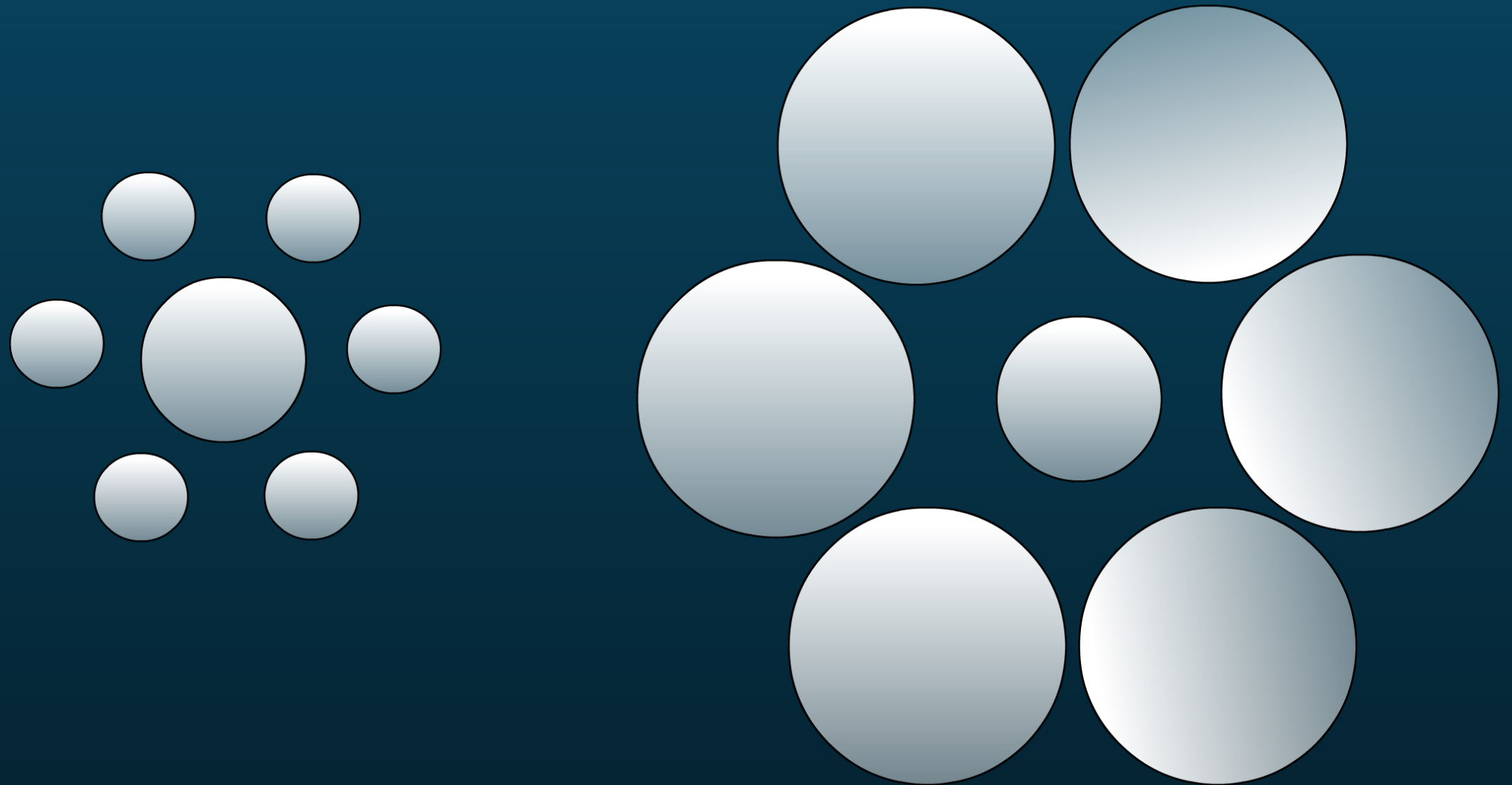
SI= Significance
BG = Belonging
SA = Safety



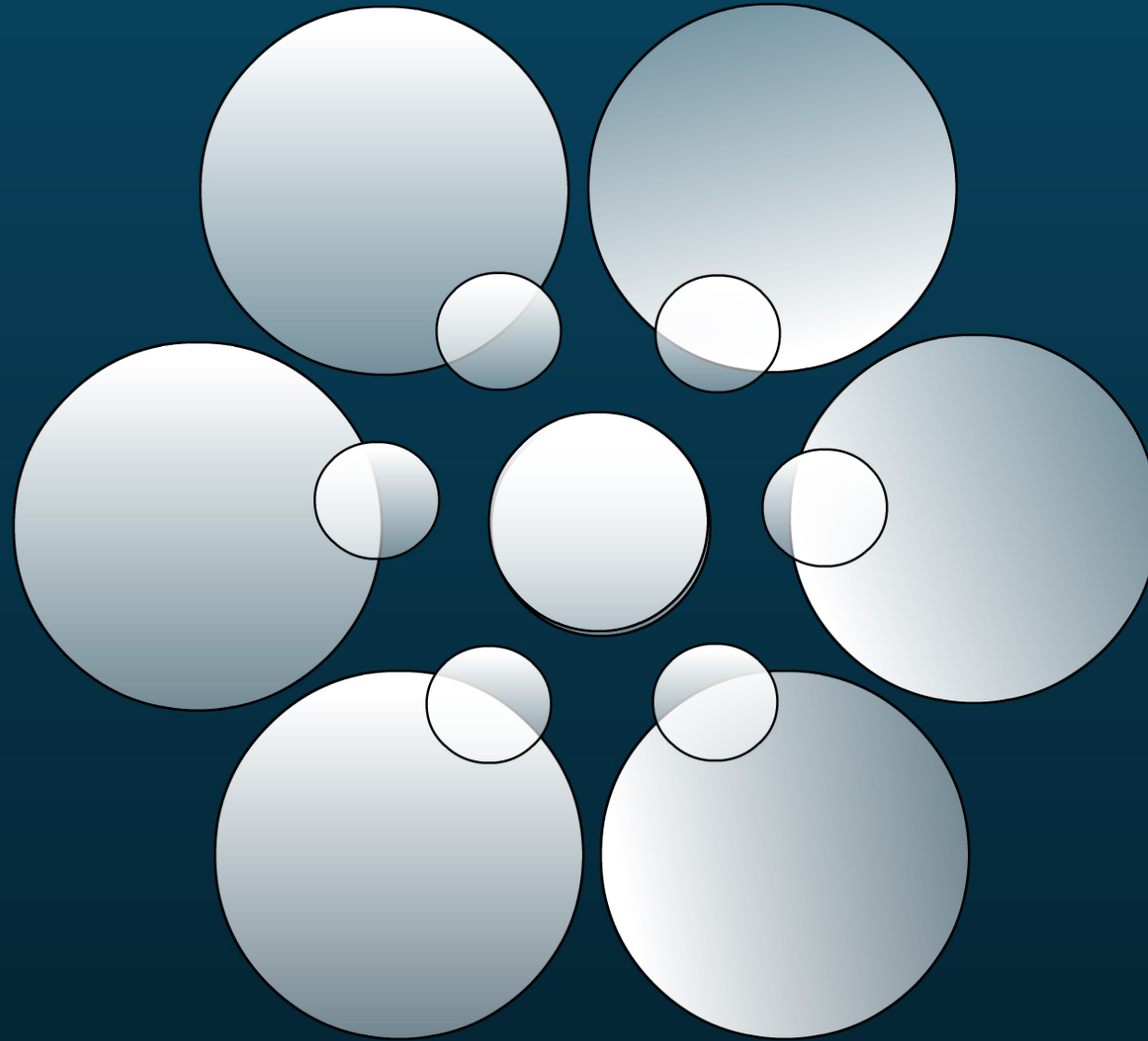
CONTEXT & CULTURE is everything.

- What is the purpose of CULTURE?
- Why is Context important?
- Describe an "OUT of CONTEXT PROBLEM".

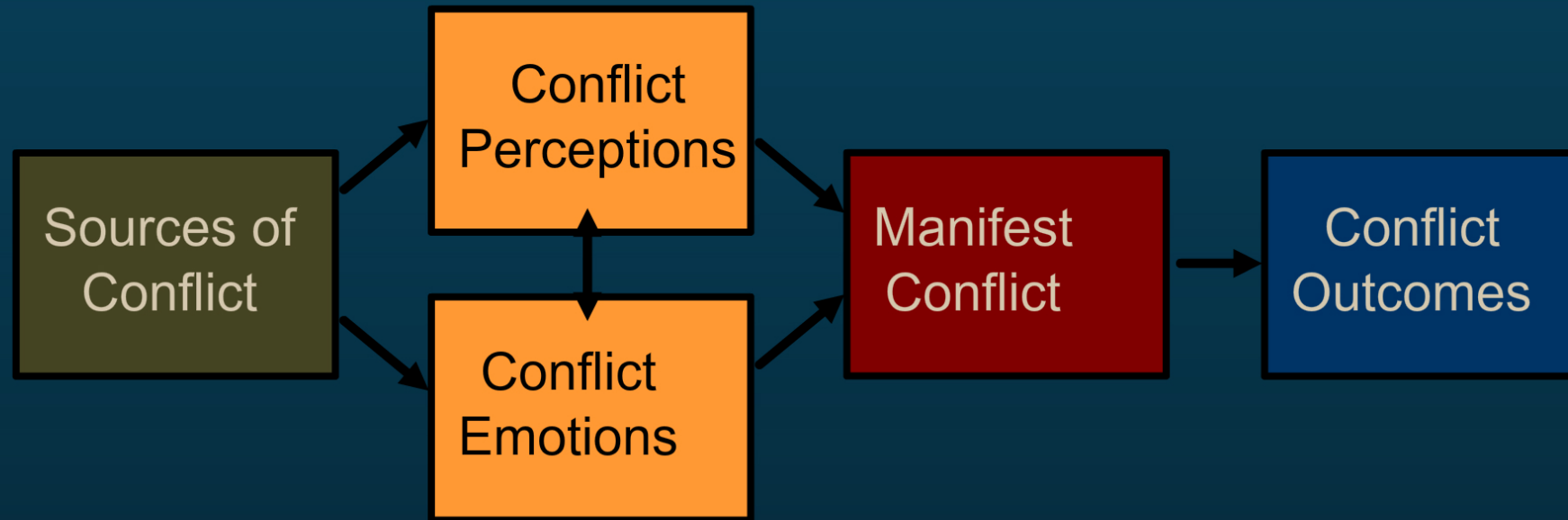
CONTEXT CULTURE PARADIGM THOUGHT BELIEF BEHAVIOR



CONTEXT CULTURE PARADIGM THOUGHT BELIEF BEHAVIOR



The Conflict Process





TRUTHS
HUMANS CAN LEARN, CHANGE, AND GROW
PEOPLE DO WHAT THEY THINK WORKS
ALL BEHAVIOR IS GOAL DIRECTED
ATTITUDE IS A REACTION TO GOALS

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Respect:
 5 Reasons we don't get it:
 1. Do as I say...
 2. Because I said so
 3. Earn my respect
 4. Not my baby
 5. Disrespect=Violence

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human needs/Self effic

SIGNIFICANCE
BELONGING
SAFETY

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Safety

Rules

Guidelines

Boundaries

Predictability

“The Devil I know”

“Here's to the crazy ones, the misfits, the rebels, the troublemakers, the round pegs in the square holes... the ones who see things differently -- they're not fond of rules... You can quote them, disagree with them, glorify or vilify them, but the only thing you can't do is ignore them because they change things... they push the human race forward, and while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do.”

- Steve Jobs

Safety

Significance

Purpose: Knowing

Value

Contribution

Goals

Self worth

CHOICE

“Your sole contribution to the sum of things is yourself.”

- Frank Crane

Significance

Gangs

Family

Peers Groups

Teams

Social Groupings

Purpose in action

Belonging

“The greatest thing in the world is to know how to belong to oneself.”

- Michel de Montaigne (1533 - 1592)

Belonging



The trash, the game, the winner

Great Apes don't go to the hospital

I hear what you say, I see what you do

LISTEN ONLY TO MOVEMENT

Mentoring: 3 PEOPLE TO HAVE IN YOUR LIFE

Aspire

Admire

Aid

(resume of success)

Character

**You are as good
as the people
you teach to be
like you.**

WHAT DO YOU WANT?

It is important to note that we are all striving for the same things.

Our methods may not all be the same.

Acculturation, socialization and family values play a role in our development.



There is no conflict between humans...

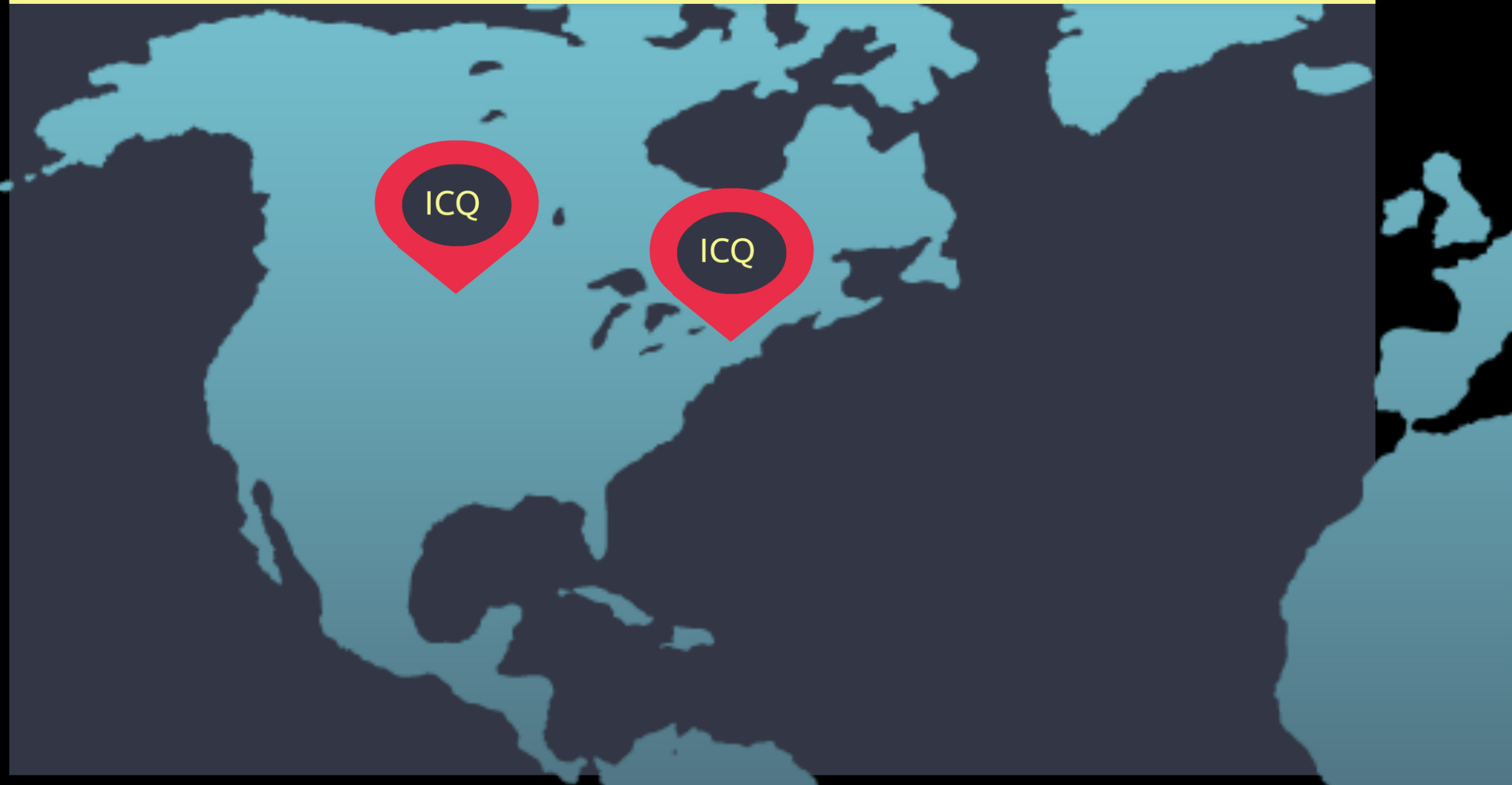
Rules-Relationship= Rebellion

Rules+Relationship= Respect

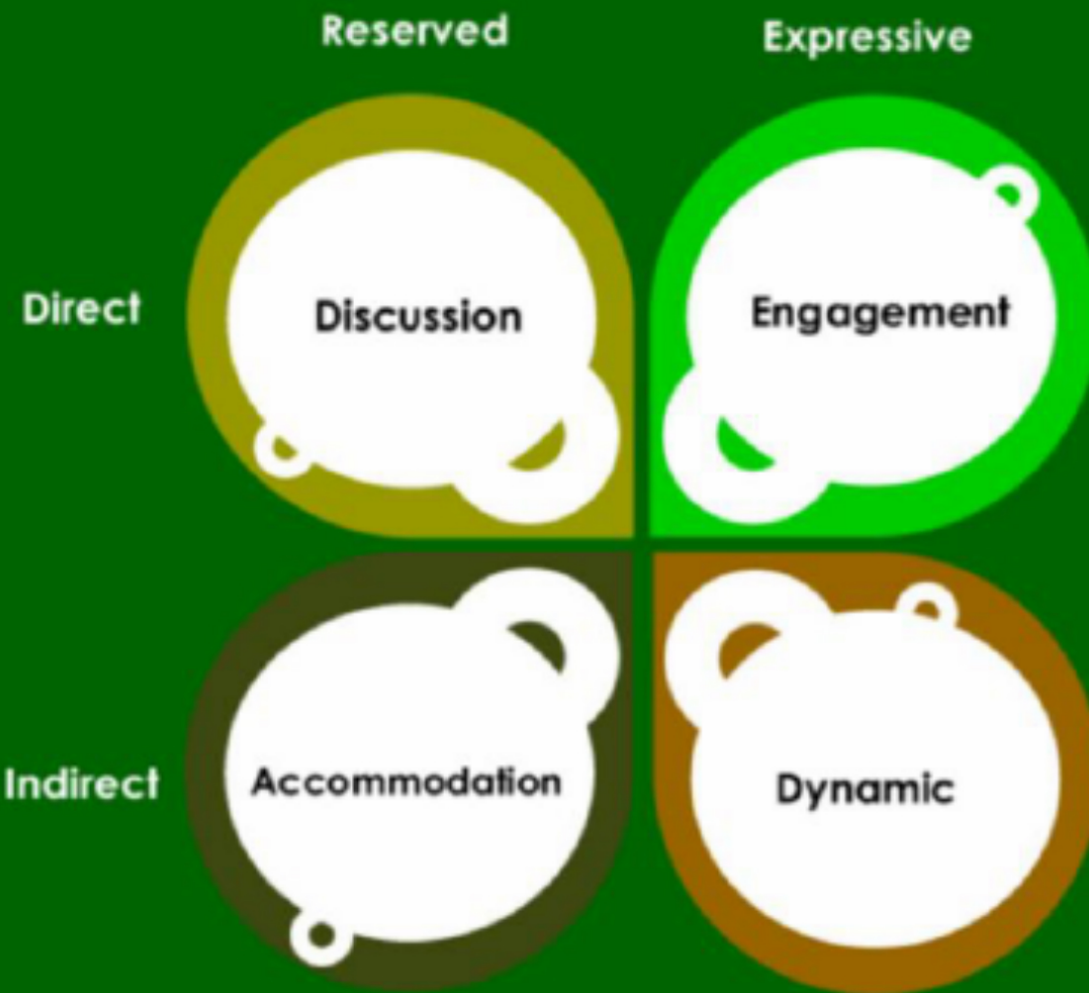
Emotion+Thought = Behavior

Bigotry+Prejudice = Discrimination

Intelligence Quotient For WHAT?



CROSS CULTURAL COMMUNICATION and CONFLICT STYLES



[All cultural patterns exist in all cultures-
some are preferred more than others]

Cultural Destruction Cultural Incapcity Color Blind Cultural Precompetence Cultural Proficiency

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What I Learned Growing Up.

Place a "+" where you learned something positive about a group of people.
Place a "-" where you learned something negative about a group of people.
Place a "0" where you learned nothing about a group of people.
The size of your +, - or 0 is a measure of how much you learned.

	African Americans	European Americans	Latino/a Americans	Asian Americans	Disabled Americans	Native Americans
Parents and Family						
Friends						
School and Workplace						
TV, Movies and Media						
Personal Experience						

Why do deer get hit by cars?

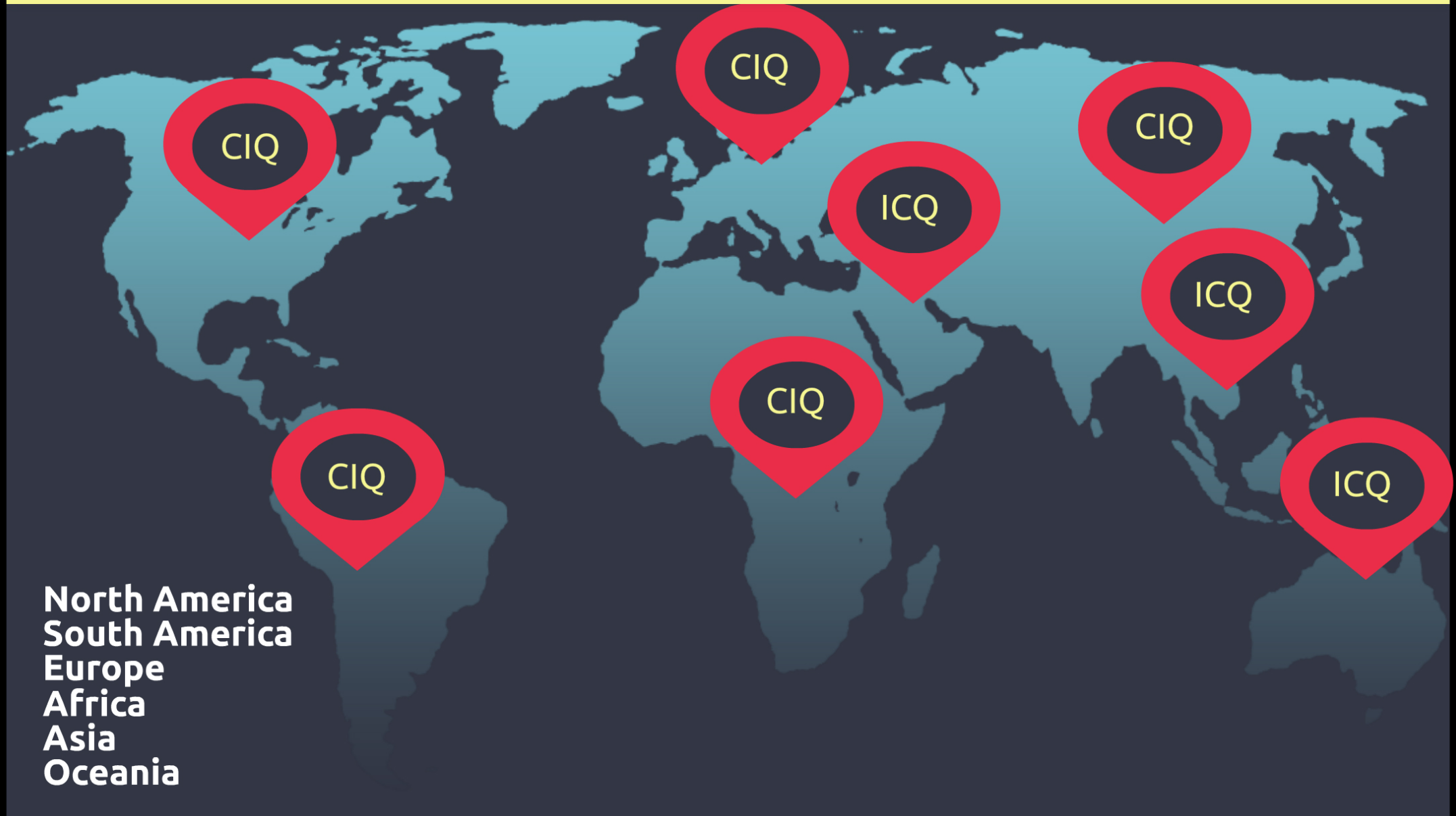


**OUT OF
CONTEXT
PROBLEM.**

Deer have no idea what a car is. They are surprised and mystified by the car's headlight they don't know what to do, so they do nothing. BAMM!!!

This type of problem is outside the norm or context of those who are experiencing the OCP. This OCP operates outside of the knowledge, skills and abilities of experience of what is considered normal and it is generally not considered until it occurs. The capacity to actually conceive, manage or create strategies to resolve the OCP is limited and reactionary at best. Example: the events of 9/11/2001.

CULTURAL *Intelligence Quotient*



ATTITUDE



CHARACTERISTICS OF ATTITUDE

- Difficult to measure
- May create inflexibility and stereotypes
- Often indicated by behavior
- Formed largely from the continuous process of socialization
- Positive or negative implications
- Usually are not easily changed

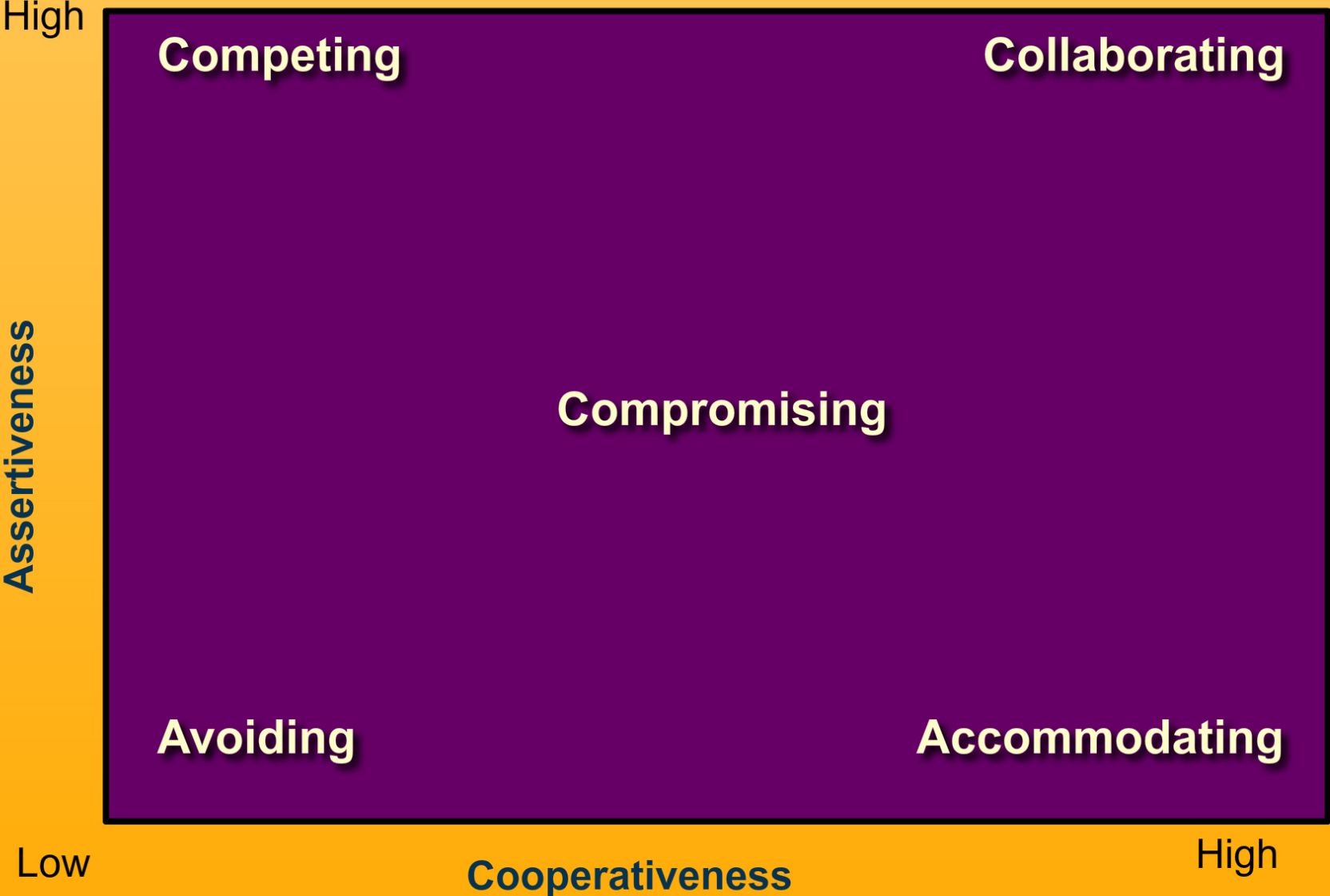
OUT OF
CONTEXT

FEAR, SHOCKED, UNPREPARED,
UNAWARE, REACTIVE,
ACCIDENTAL

PUT IT IN CONTEXT

COURAGE, THOUGHTFUL,
PREPARED, AWARE, PROACTIVE,
PURPOSEFUL

Conflict Management Styles and the Death of Relationships



HUMAN SOUL

BODY



SPIRIT



HUMAN SOUL

BODY

THING

VOID

FREE MARKET CONSUMERISM

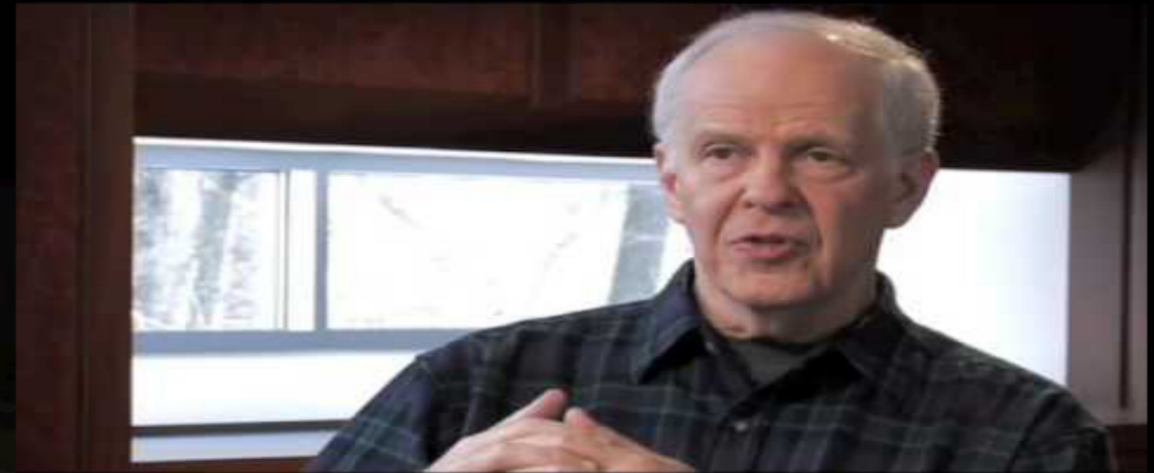
SPIRIT

**POWER-
LESS**

Practices of the Circle of Trust Approach

In this culture, we know how to create spaces that invite the intellect to show up, to argue its case, to make its point. We know how to create spaces that invite the emotions to show up, to express anger or joy. We know how to create spaces that invite the will to show up, to consolidate effort and energy round a common task. And we surely know how to create spaces that invite the ego to show up, preening itself and claiming its turf! But we seem to know very little about creating spaces that invite the soul to show up, this core of ourselves, our selfhood.

—Parker J. Palmer, *A Hidden Wholeness*

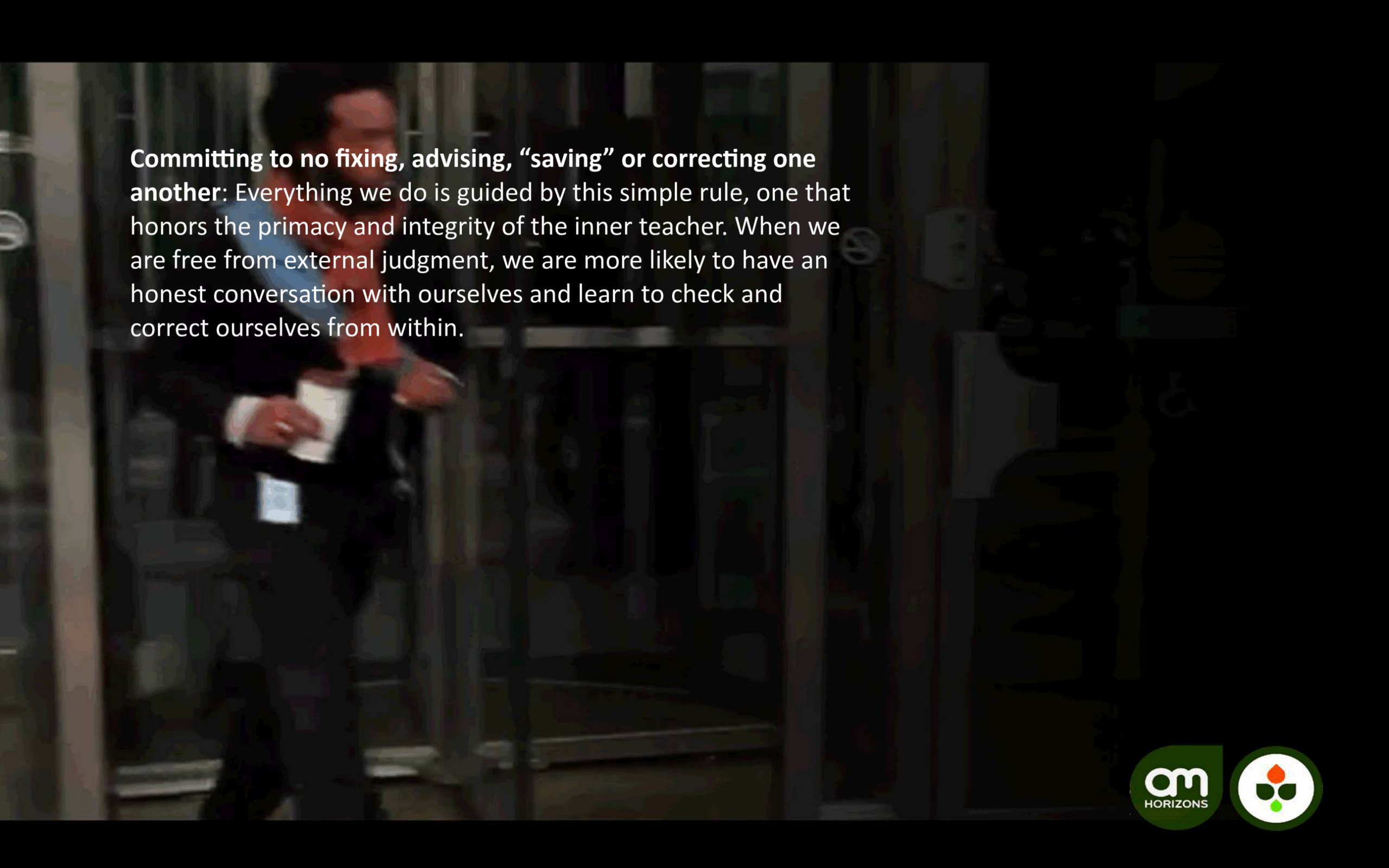


A man with a beard, wearing a dark suit and a red scarf, is walking through a glass door. He is holding a white cup in his right hand. The background is a blurred interior space with glass panels and a person sitting in a wheelchair.

Creating spaces that are open and hospitable, but resource-rich and charged with expectancy:

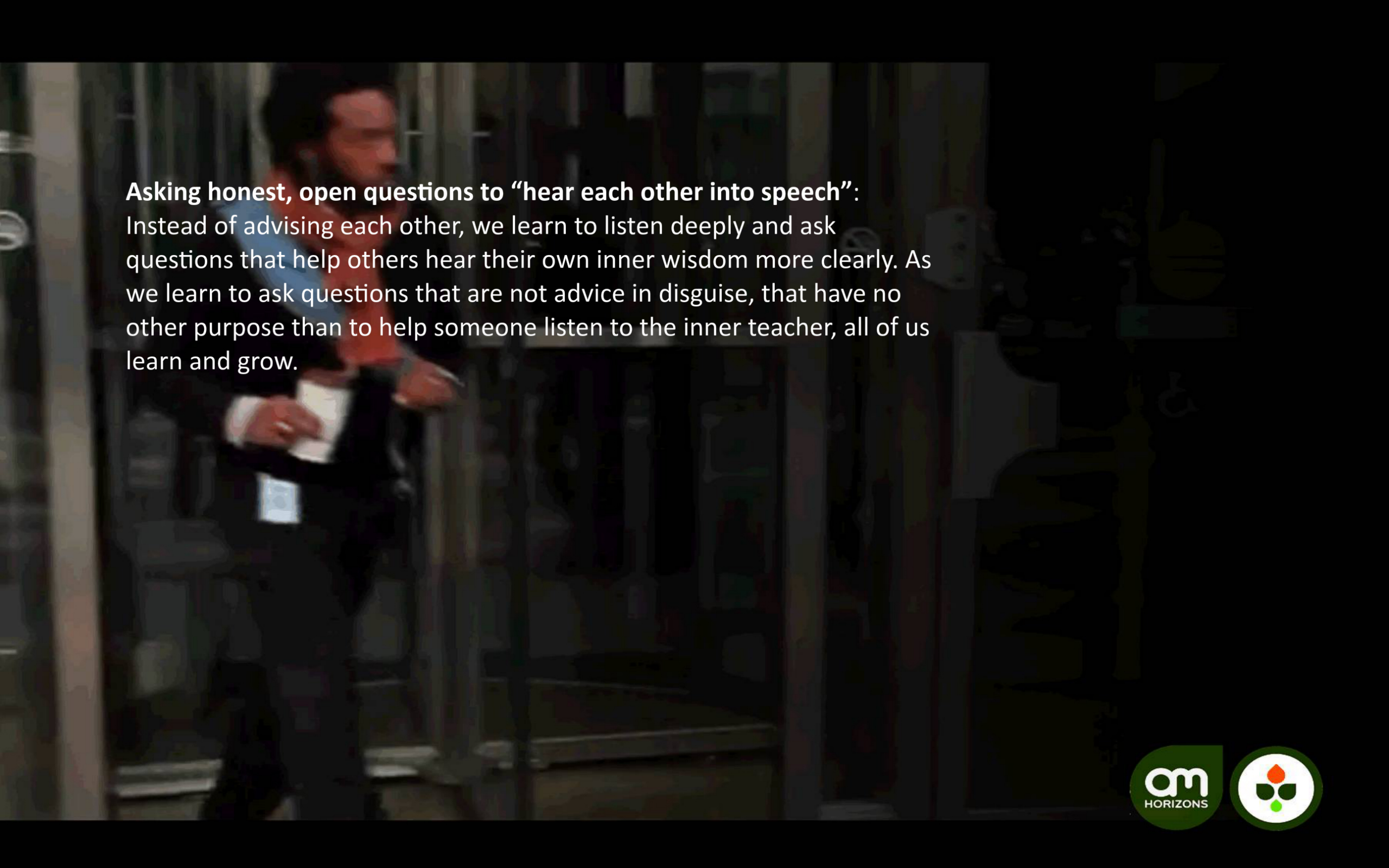
Invited people to slow down, listen and reflect in a quiet, focused and welcoming space. Remember this a person not just a case.





Committing to no fixing, advising, “saving” or correcting one another: Everything we do is guided by this simple rule, one that honors the primacy and integrity of the inner teacher. When we are free from external judgment, we are more likely to have an honest conversation with ourselves and learn to check and correct ourselves from within.



A man in a dark suit and red shirt is walking through a doorway, carrying a folder. The background is a dark, textured wall with a grid pattern.

Asking honest, open questions to “hear each other into speech”:
Instead of advising each other, we learn to listen deeply and ask questions that help others hear their own inner wisdom more clearly. As we learn to ask questions that are not advice in disguise, that have no other purpose than to help someone listen to the inner teacher, all of us learn and grow.



Explore the intersection of the universal stories of human experience with the personal stories of our lives.
Everyone has a story
Archetypes exist only to create a plan, not the plan



• **Using multiple modes of reflection so everyone can find his or her place and pace:** Speak and listen.

Respect and pay attention to nonverbal ways of learning, including music, movement and the arts.

Honor the creating a pattern in which everyone can find a place that both affirms and stretches them.



- **Honoring confidentiality:** you don't gossip about your clients, they can hear your smile

dehumanization

dehumanization is
characterized in terms of:

Injustice

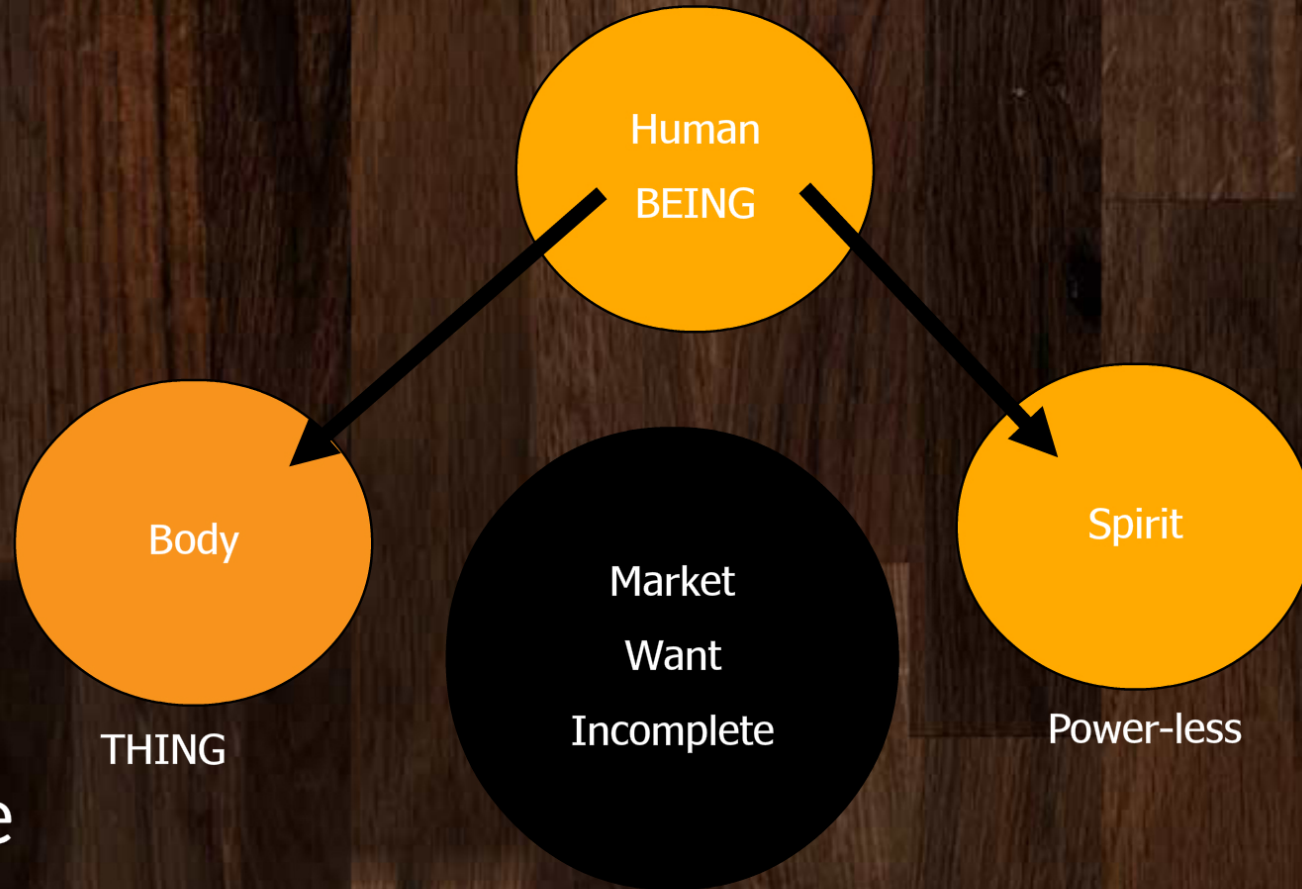
Exploitation

Oppression

Violence/ Fear of Violence

those robbed of their
"humanity"; those who have
taken

those who have robbed
others of their humanity



What is in a whole that is 3 feet deep?

there is
Dignity & Honor
in
Being Human

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e-humanization

You are always human

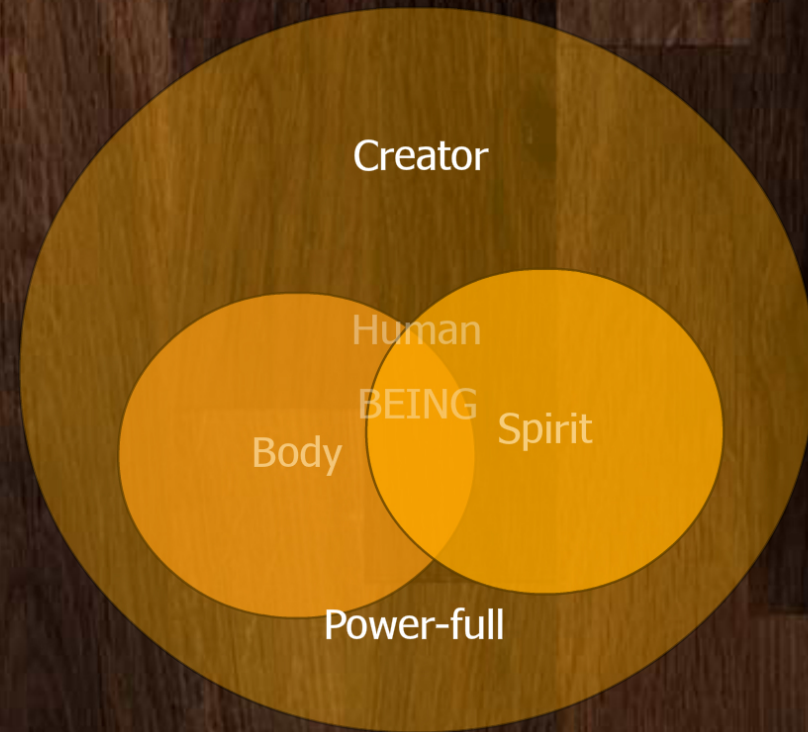
We express our greatness in
different ways.

We need to give what we
need.

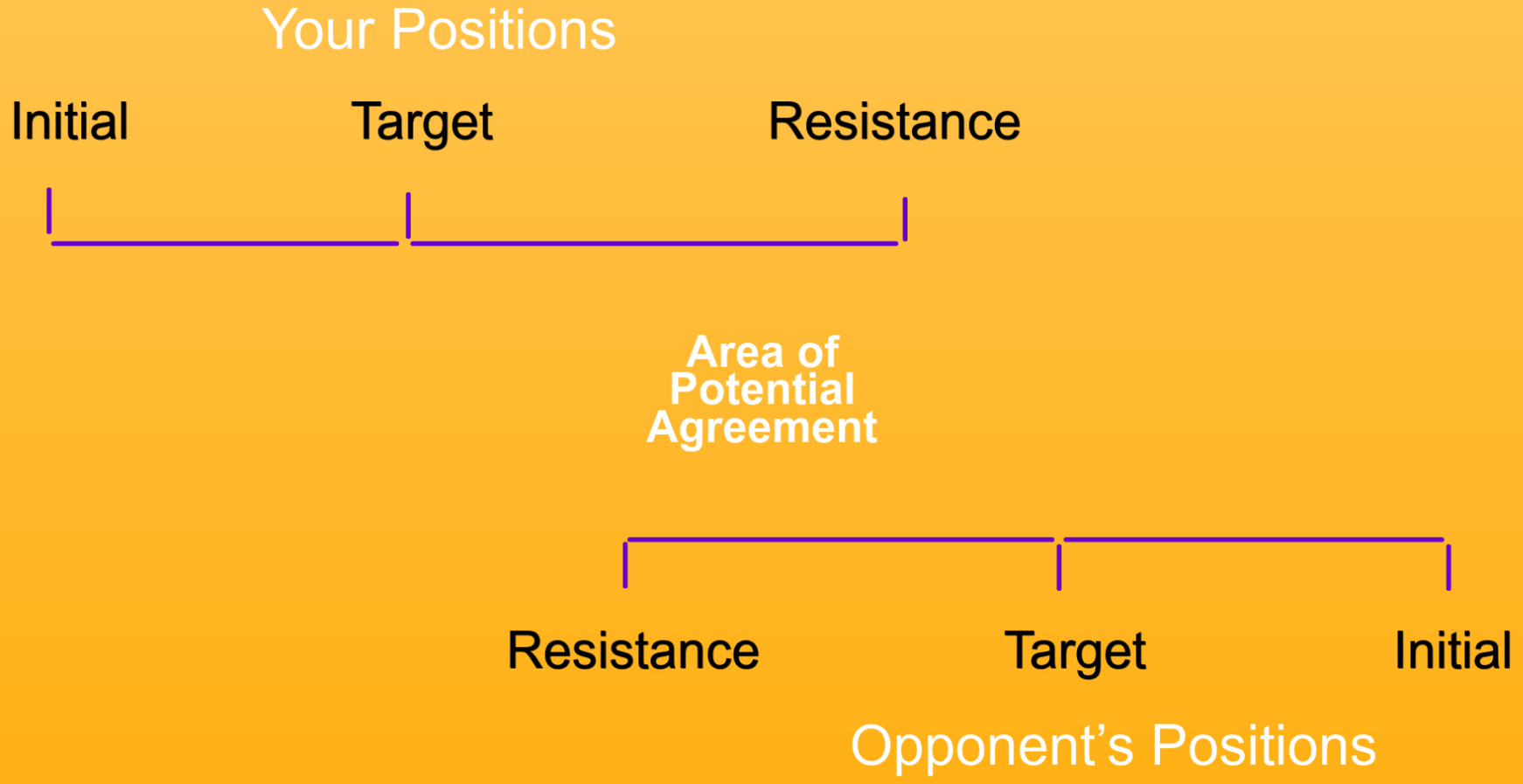
Listen to movement.

Build partnerships

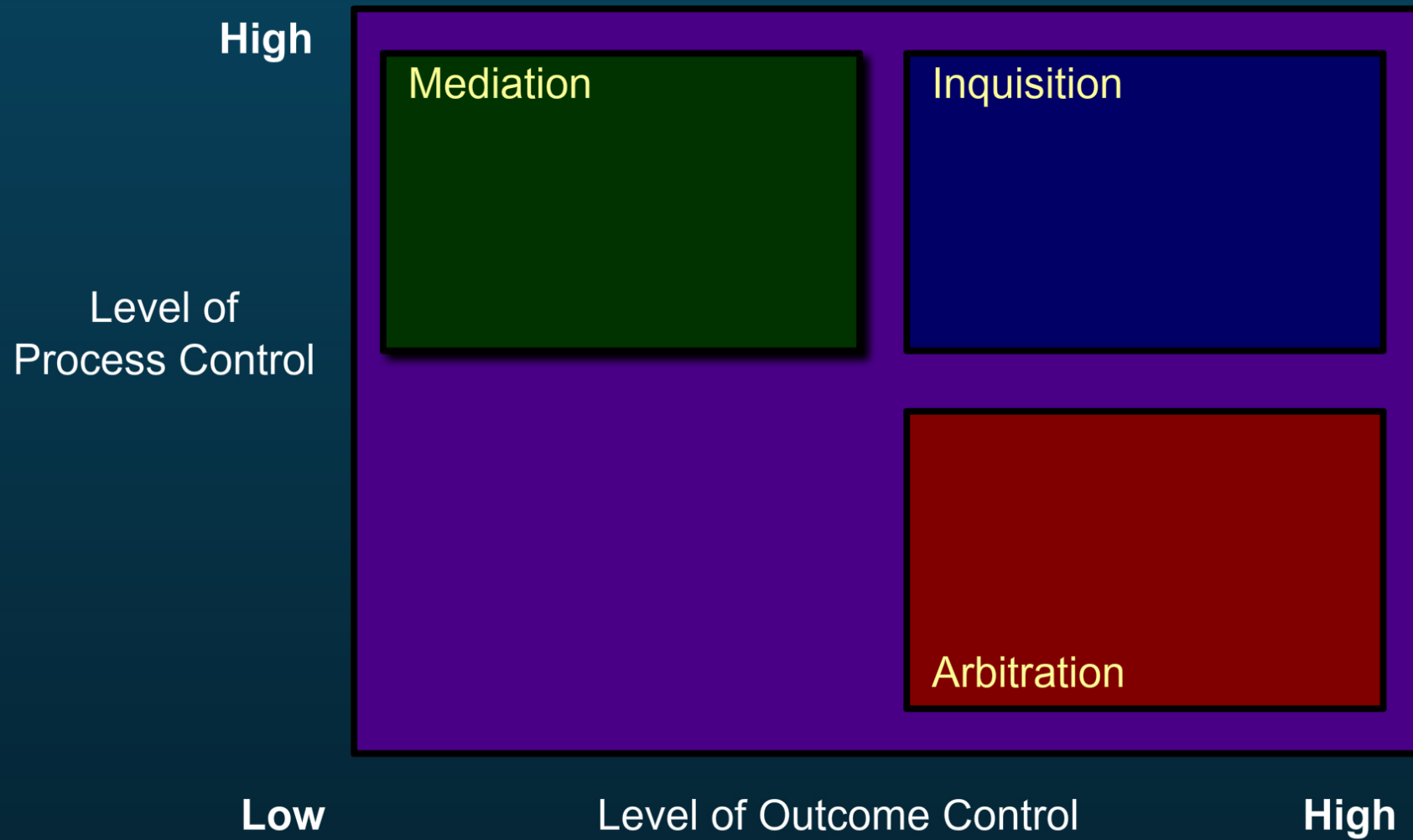
When SOUL is whole...



When Mediation Can Happen



Types of Third Party Intervention



Task vs. Socioemotional Conflict

- Task-related conflict
 - Conflict is aimed at issue, not parties
 - Basis of constructive controversy
 - Helps recognize problems, identify solutions, and understand the issues better
- Socioemotional conflict
 - Conflict viewed as a personal attack
 - Foundation of conflict escalation
 - Leads to dissatisfaction, stress, and turnover

Sources of Conflict

Goal
Incompatibility

Goals conflict with goals of others

Different Values
and Beliefs

Different beliefs due to unique background, experience, training

Caused by specialised tasks, careers

Explains misunderstanding in cross-cultural and merger relations

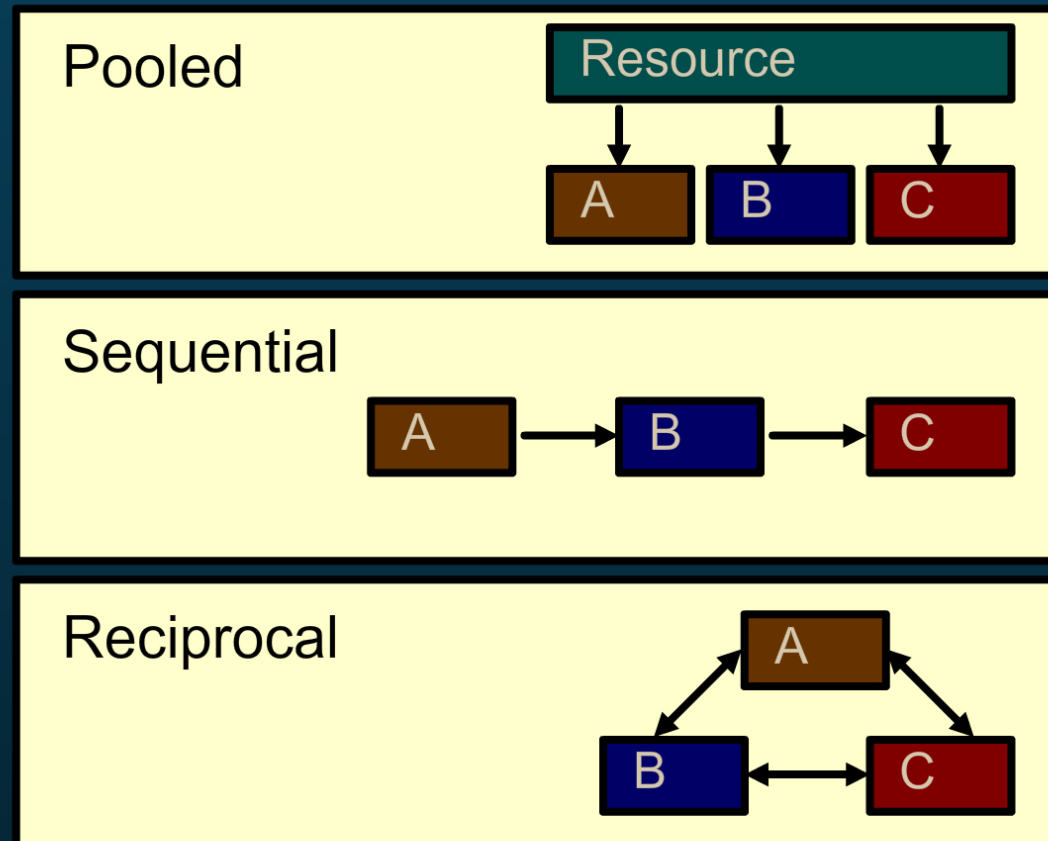
Sources of Conflict

Goal
Incompatibility

Different Values
and Beliefs

Task
Interdependence

Three levels of interdependence



Sources of Conflict



Lack of opportunity
--reliance on stereotypes

Lack of ability
-- arrogant communication heightens conflict perception

Lack of motivation
-- conflict causes lower motivation to communicate, increases stereotyping

Increases competition for resources to fulfill goals

Lack of rules guiding relations

Encourages political tactics

Conflict Management Strategies

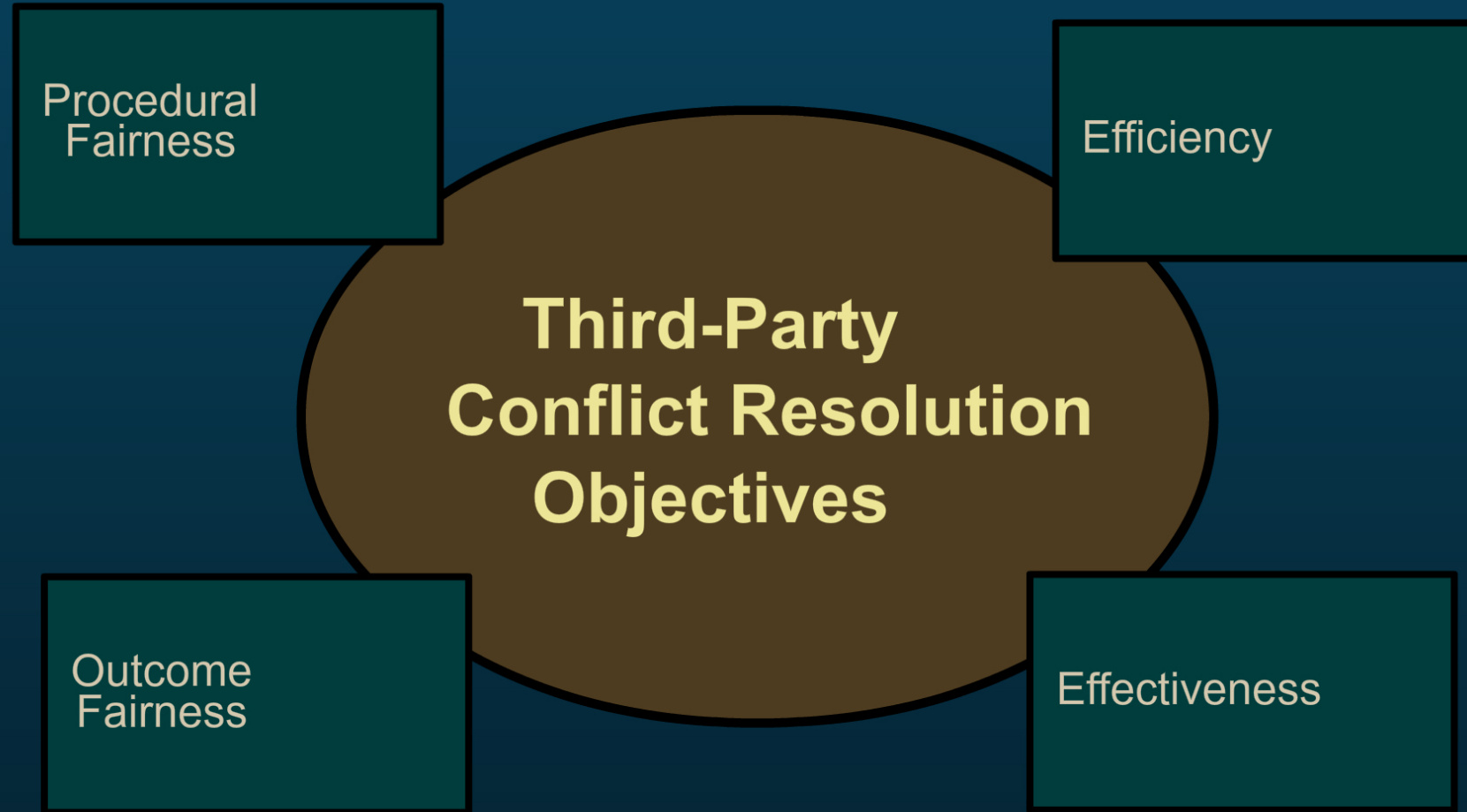
1. Emphasising Superordinate Goals

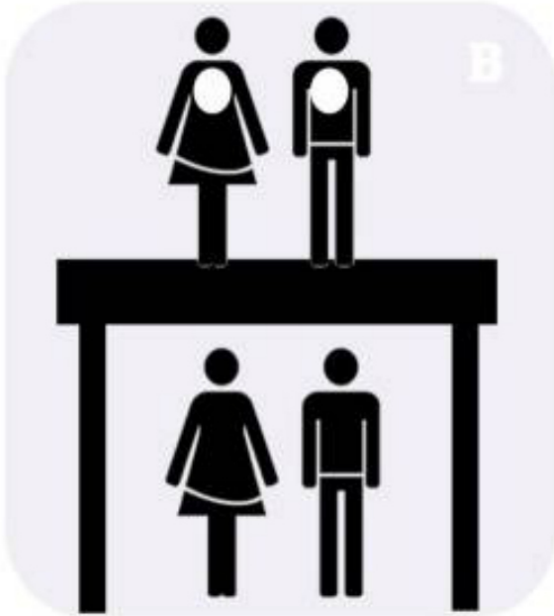
- Emphasising common objectives rather than conflicting sub-goals
- Reduces goal incompatibility and differentiation

2. Reducing Differentiation

- Removing sources of different values and beliefs
 - Generalist careers and job rotation
 - Common dress code and status
 - Common work experiences

Third-Party Objectives





MODELS OF LIBERATION

