

Conflict Resolution Workshop: Techniques for managing conflict in the home and workplace

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Background: Conflict In Timor Leste

We want to acknowledge the conflict in Timor-Leste as background to today's workshop and that the effect that conflict has had on individuals and organizations in Timor-Leste is great.

East Timor's history is marred by numerous conflicts. Early ethnic divisions were followed by nearly 400 years of conflict related to Portuguese oppression, throughout which parts of the population always sided with the foreign power, a story that repeated itself during World War II. Together, the 'civil war' of 1975 and the 24 years of Indonesian occupation (including the events of 1975 and 1999) caused around 100,000 deaths, along with associated atrocities and destruction, rendering East Timor a traumatized society. Deep divisions and a lack of national cohesion are obvious results, along with personal conflicts and mistrust (Oxford Institute for Ethics, Law, and Armed Conflict 2012)

We are going to present on practical ways we can act peacefully

First we will talk about values in conflict resolution

What are values?

Values are the things deep in your heart that you want your life to be about.

Values are what you want to stand for

Values are what truly matters to you

Values are like a compass that give our lives direction

A value is not a goal

Goals are something we achieve and finish

A value is much bigger



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For example

I might have a value that is
To live life peacefully and to treat people kindly
This is a value

I might value being a good parent
You can have a child. That is a goal.
Being a good parent goes on forever
So being a good parent is a value

BULLSEYE WORKSHEET ACTIVITY

Question

What are your values regarding conflict?

Small group discussion
Then report back

WHITEBOARD –RECORD RESPONSES

How do we use our values to help us with acting peacefully?



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Acceptance and Commitment Therapy – ACT

The river and the river bank - a way of stepping out of our thoughts and feelings and out of conflict and seeing a wise way to deal with a situation

- In conflict - is in the river

In the river we are stuck in a point of view,
Inflexible thinking,
Cannot see other points of view,
We have forgotten our values

- On the river bank is connected to our values

On the riverbank you are free
You are not stuck
You can hear the other persons point of view.
Stepping out of the river you can see the whole situation.

- Acting from the river bank we can see more clearly and so we can remember our values.

This allows us to step out of conflict and resolve conflict peacefully

Question:

How do we act peacefully?
How do we get out of the river?
And act from our values?

Mindfulness exercise

Question

How did you find that exercise? Any questions?

Brief small group exercise

Think of an example of conflict you have been in
When you were able to step out of the conflict 'river' and get on the river bank
And deal with the conflict from the bank remembering your values



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Understanding the situation

Become clear about what the conflict is – we can do this when we are on the river bank and become wise

What can i do about the conflict situation?

Is this a situation i can do something about?

We all want to change the world for the better.

We may all have values that include a peaceful workplace, a peaceful country, and a peaceful prosperous family.

Jesus had these values. Many great leaders have had these values

Matthew 5.9 –

Blessed are the peacemakers for they shall be called the children of god



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Other things to consider not covered in wkshop

Do all parties want conflict resolution?
All parties may not want a resolution

What you can do is be clear about where you stand. What your values are.
In some cases conflict resolution is not possible.

It may be better to leave the situation or the relationship.
What is the wise choice

For example

Abusive relationship
Abusive workplace
Best efforts can be made, but abuse continues

Personal examples - consider some

Conflict resolution is not just about creating peace.
It is about all parties feeling that they have been heard, and feeling that the situation has improved.

If you have to give up values to resolve conflict then this is poor conflict resolution.

For example, if you have to give up integrity and honesty in order to end a conflict this is not good conflict resolution.

You might become aware of financial mismanagement in your organisation, and you can end conflict by ignoring the situation.

But this means you give up your values

Ignoring is not conflict resolution.

Conflict is not necessarily bad.

Healthy resolution of different points of view is essential in the workplace and home.

How we manage conflict is the issue.
Conflicts happen, there is nothing wrong with this.
The important thing is knowing how to deal with conflict.

If we can get on the river bank we can see clearly and not get lost in the conflict then we can see solutions.



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Then we can resolve conflicts peacefully

YOUR VALUES: *What really matters to you, deep in your heart? What do you want to do with your time on this planet? What sort of person do you want to be? What personal strengths or qualities do you want to develop?*

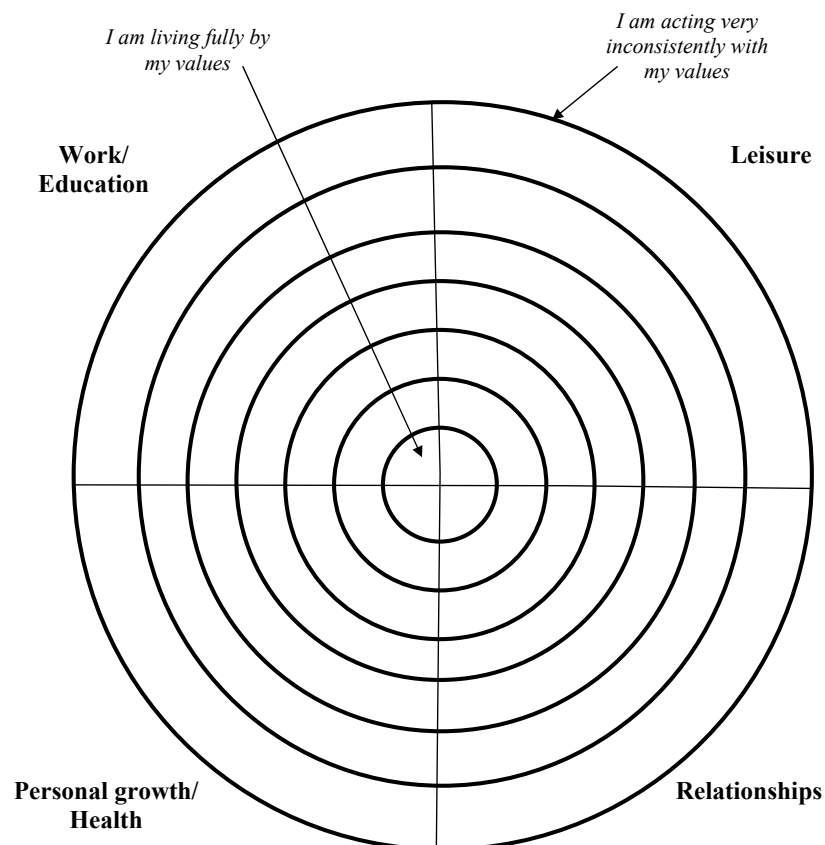
1. Work/Education: includes workplace, career, education, skills development, etc.

2. Relationships: includes your partner, children, parents, relatives, friends, co-workers, and other social contacts.

3. Personal Growth/Health: may include religion, spirituality, creativity, life skills, meditation, yoga, nature; exercise, nutrition, and/or addressing health risk factors like smoking, alcohol, drugs or overeating etc

4. Leisure: how you play, relax, stimulate, or enjoy yourself; activities for rest, recreation, fun and creativity.

THE BULL'S EYE: make an X in each area of the dart board, to represent where you stand today.



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Mindfulness exercise

Sit down somewhere comfortable
Where you can be alone without interruptions
Tell people around you, you are taking a quiet break and ask them to leave
you alone for ten minutes

Put your feet flat on the floor,
Hands in your lap or on your knees
And back straight

Close your eyes if your are comfortable to do this
If not let your eyes relax

Take a deep breath into your belly
Breath out letting go
As you breath out relax the jaw and gently sigh

Do this 3 times

Imagine you are sitting on the bank of a river
Feeling relaxed and comfortable

See the river flowing past
Imagine all your thoughts feelings and worries
Are floating down the river

Feel your body sitting comfortably on the river bank

Focus on your breathing flowing in and out of your nose
Feel the coolness of the breath as you breath in
And the warmth of the breath as you breath out

As you breath out each time let go any worries in your mind or stress in your
body – let them float down the river

Repeat this breathing in breathing out and letting go for 5 minutes

If you have thoughts and feelings let them float down the river

After 5 minutes or a longer time if you want to, notice your whole body feeling
warm and relaxed and peaceful

Gently move your fingers and toes
And when you are ready open your eyes and go on with your day



USEFUL RESOURCES

actmindfully.com.au – WEBSITE – DR RUSS HARRIS

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