Conflict and Avoidance - how spirituality enables conscious choices and outcomes
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“Conflict is a predictable social phenomenon and it should be channeled to useful purposes. The goal of organizational leadership is not to eliminate conflict, but to use it.”

(Lippett, Lippett and Lafferty)
Conflict: dimensions, stages and escalations

**Dimensions**

- **Cognitive:** What we think informs what we do and feel
- **Behavior:** What we do informs what we feel and think
- **Emotion:** What we feel informs what we think and do

**Escalations**

1. Light --> Heavy
2. Small --> Large
3. Specific --> General
4. Doing well -> Winning -> Harming others
5. Few -> Many

**Stages**

- Escalation
- Resolution
- Stalemate

AND !! It’s almost never about ‘the thing’ we are arguing about.
Spirituality: informs my response to conflict

**Legitimacy**

Accepting these statements as true:
- I exist. You exist.
- I have needs. You have needs.

**Internal / External**

Conflict occurs whether or not it is made “public”.
- Sometimes it’s a product of other un-met needs.

**(Self) Compassion**

Discovering a desire to relieve suffering (meet a need); building a capacity to offer understanding and kindness to others when they fail or make mistakes. Including myself.
Practical tools: framing the situation, establish structure

Models

Practice. Practice. Practice.

Tools
Thank you.

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