

CONFLICT RESOLUTION

The document below is copied *verbatim* (but with typographical corrections) from a handout provided at a residential CCI workshop in the UK, probably in the late 1990s. It may have come originally from a CCI event in the USA, judging by the spelling of counselor with one L.

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An invitation to all workshop participants

We recognize that there is potential for conflict in any gathering of human beings, and certainly when large numbers of people come together in a very intense and intimate setting this potential is increased. Add to this that what we are about here is confronting our disruptive, dysfunctional patterns and we see that there may be some wonderful opportunities for dress rehearsals of the disruptions we create in our everyday lives.

We offer here a multi-level structure for breaking through and seeking to resolve disruptions or conflicts that might arise at this workshop. We strongly recommend that you begin with step 1 and work your way through the sequence. The proposed structure is as follows:

1. Cocounsel with any partner of your choice about the upset; set a contract that will work for you.
2. Cocounsel with your Buddy if you have one or find another safe person. Again set a contract that works.
3. Contract for time with your Support Group unless the Group is part of the conflict. In that case create an "ad hoc" group and do a session supported by them.
4. Cocounsel with someone from the list of people who have put their names on the list of volunteers for this purpose. It is urged that you will have done at least two sessions prior to this step. Heavy counselor intervention is implicit in this contract. It's a sure bet that if the disruption is still present and intense "you're in it". This gives you the opportunity to "grab it while it's hot", identify the restimulation and deal with it in real time.
5. If the disruption is still present you may choose to arrange a conflict resolution session using at least one person from the list of volunteers. Conflict resolution begins with an agreement from both parties that, (a) there is a conflict and (b) identifies what the conflict is. We ask you to notice what this agreement does to the conflict. Typically a conflict resolution model employs 5 people: the 2 people in conflict, 1 person to support each of those people and 1 facilitator. (see below)
6. In the event that a serious breach of workshop culture has occurred; i.e. - drugs, violence, etc. any person may contact the workshop facilitator(s), liaison to the host facility or any co-counselling teacher. Those people may call a meeting to determine what steps are indicated. Such serious situations may indicate bypassing steps 1-5 above.

Thoughtfully offered by your Workshop Planners and Facilitators.

GUIDELINES FOR VOLUNTEERS

1. Ask any person requesting time from you (for conflict resolution purposes) if he or she has done at least 2 sessions on the topic. Request that this be done if not already done.
2. Set a contract with your client which states that you will provide an intensive intervention contract; secure the client's agreement.
3. Be willing to employ the 5-person conflict resolution model if requested. See below

- for recommended steps prior to and during use of the model.
4. Be willing to convene a committee comprised of yourself and other volunteers in the event of serious breaches of workshop culture such as drug, alcohol or physical abuse, flagrant contract breach, etc.

FIVE-PERSON CONFLICT RESOLUTION MODEL:

1. The person identifying the conflict has been through steps 1-4 of the Invitation to All Workshop Participants.
2. The person identified in the conflict has done at least 1 session.
3. Both persons involved in the conflict agree that there is a conflict, what the conflict is and to do the CR model.
4. Each person in the conflict chooses a person to support them in the CR model.
5. The facilitator is clearly identified and assumes the role.
6. Times and a contract are set at the beginning of the session.
7. Each person in the conflict speaks for 2-3 minutes without interruption, making "I" statements so as to avoid dumping. The listener reflects back what he or she has heard using his or her own words,. The process is repeated as necessary.
8. Changes to times and contract are awarely made if necessary.
9. Any person may request or suggest mini-sessions with the support persons at any time. Discharge is done with the supporter.
10. Support persons restrict their attention to the person they are supporting encouraging them to breathe and facilitating the free attention of their client, calling for mini-sessions as needed.