Dialogue Road Map

# Words can be Windows or Walls

Centre for Peaceful Solutions, London

**Peaceful Solutions**

# Dialogue Road Map

A communications tool which uses compassion and empathy to transform aggression, hostility, resistance into co-operation, mindfulness and self-responsibility

# The Dialogue Road Map

# Change

**Once a conflict has started, change has already taken place**

**The group are learning how to grow into the change**

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# Conflict Messages

## There are only 3 conflict messages

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# Conflict Message

## You change to suit me!

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# Conflict Message

## I'm worse off than you!

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# Conflict Message

# I need to know I matter!

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# Conflict and Change

1. **Pre-awareness**
2. **Possibility**
3. **Preparation**
4. **Performance**
5. **Perseverance**

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# Conflict and Change

## The 'wild card' is Relapse

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# Conflict and Change

## Food for thought:

## Pre-awareness and Relapse

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# Resolving the issues

Creating the conditions in which parties can dialogue out of conflict

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# Gaining and Retaining engagement

If the Person is not engaged, they cannot hear you

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# Message Sent and Message Received

The gap between what one person says and what the other hears can have disastrous effects

# Not triggering their Fight or Flight response

Finding the place to talk which is just outside of the person's comfort zone but within their emotional tolerances

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# Conflict and Change

Empathy and compassion transforms resistance and conflict into co-operation and self-responsibility

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# Recognising our own Triggers

Developing awareness of what triggers us helps us to manage and modify our reactions into compassionate responses

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## The goals:

- Resolve the conflict

-Heal the past

-Navigate resistance

-Elicit talk of change

-Increase motivation and commitment for change

-Facilitate the stages of change

-Support and Maintain the change

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## When used effectively the parties:

- Trust that they have been heard

- Believe their concerns have been understood

- Take responsibility for change

- Change because they choose it not because it is imposed

- Understand enlightened self interest.

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## Issues that benefit from third party assistance:

- Interpersonal arguments affecting the project
- Disagreements over strategies
- Tensions about outcomes
- Difficulties getting to Consent
- Inability to agree standards
- Uneven distribution of tasks
- Unintended consequences of actions
- Overcoming objections or resistance
- Unfair decision making
- Intolerance of different aptitudes

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# The Dialogue Road Map

# People uniting to make something bigger than the sum of the parts

# Thank you for listening

Maria Arpa, Founder of The Centre for Peaceful Solutions