



STAR ALLIANCE™

FOUNDATION FOR ALL™

Promoting Highest Civic Ideals

Good Will Wisdom Values & Principles

For Sustainable Peace & Love • Since 1985 •

**CCRTT™ • THE CREATIVE
CONFLICT RESOLUTION & TRANSFORMATION TECHNIQUE™**

• *First-Step Direction-Check!*™ toward Better Outcomes for All •

A degree of conflict experienced from time to time is a natural part of life. Differing tastes and interests are the price of freedom and diversity. We know that low-level conflicts are experienced frequently even among members of the same loving family or group. But intense, long-lasting conflicts, including those among historical enemies over generations, are clearly unhealthy, unsafe, and undesirable: destructive of quality of life for direct participants and the greater society alike.

When skillfully managed for prompt, effective resolution and transformation, a disagreement or conflict can become a powerful engine for creative growth — a stimulus toward healthier, happier, more sustainable relationships and societies for all. *Good will* — that is: *willing* for sustainable *good* outcomes from both or all sides — helps generate greater assumption of responsibility, forgiveness for the past, and the perception of self-interest in a fair resolution — all key openings to transformation. Yet a whole set of values related to good will must also come into play.*

Many uncomfortable situations can be transformed given the right conditions. To aid this process, first try including as many relevant parties as possible. Most especially: try *not* to exclude the center of a controversy from the discussion! Unfortunately, this mistake is often made leading to endless delays, isolation, speculation, gossip, and social fracture. • Instead, plan ahead and recite up-front the *First-Step: Direction-Check* highlighted on page 2. If a heated or otherwise difficult discussion has already begun, you may have to watch for an opportunity or in some cases: seize it.

Caution I: Skillful words can be hardest to remember when you need them most! So it is ideal to practice ahead and memorize this technique *off conflict*. Since getting flustered and forgetting, partially or entirely, can happen easily under pressure; it is wise to keep these exact words handy in your wallet or mobile device.

Caution II: If *any* drugs, alcohol, or extreme fatigue are present on either side: realize that all of these, by definition, are mind-altering! So if any of these are present, try waiting for another day to resolve things, and try to put some distance between the parties until mental conditions change. People under-the-influence often *feel* they can think and act clearly and have all their faculties about them. But in reality, they *cannot*. It is just that simple. Yet it is often difficult for all parties to *get* or *accept* this critical fact! Meanwhile, an illusion of normality does great damage when trying to understand and deal with any serious topic, speech, or interaction. People under the influence can argue up a storm, but chances are that a day later, they won't even remember most important details. Meanwhile: sloppy thinking and perceiving; exaggerated emotions, speech, and actions can do great damage to the innocent. So: delay wisely. Rest, walk, eat fresh food, *transcend* the problem for a while in sleep and meditation**, get outside help, or a combination of all these.

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* Please refer to the STAR ALLIANCE *Declaration of Highest Civic Ideals* series • *Good Will Wisdom Principles for All*

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Other tips: 1) Responsive, attentive, neutral third parties; and/or recording devices can be a big help while attempting to resolve a conflict. *Witness factors* can lower the mental temperature and put everyone on notice for better behaviors, accountability for facts, rules, promises, etc.. 2) During an intense discussion, it can be very helpful to take notes rather than cut off another party to make your point. When the other has spoken and the energy subsides, then take your turn. 3) Fair mediators can help balance things and give opposing views adequate *airtime*, so to speak.

CCRT™ • First-Step: Direction-Check: O.K....When you find yourself wanting to resolve a conflict or already arguing — *and if all parties are 100% sober* — ask for a moment's patience. Take a deep breath on both sides. Break away from details and read or recite:

Excuse me! Excuse me! ... Before we continue: ... Could we first agree to aim at some *StarPoints™* together — You know: *civic principles and ideals* we can hold in common to help work this thing out? • For example: Universal, self-and-mutual good will, respect, & goals of wellbeing • rested, clear, calm, steady awareness • humility [Hey! We might even learn something from each other here. We might both or all find areas where we can improve....It might be possible to resolve this successfully.] • Courage: to be honest & full of integrity • fairness • responsibility for our freedoms • empathy • compassion • peaceful behavior, productivity, protections • constructive, restorative justice • mutual forgiveness • & especially: providing for children's & everyone's needs. ••• If we can agree to these points of pure principle first — then we'll all have a much better and easier chance to *Communicate, Cooperate, & Celebrate™* for complementary & common goals...towards the best possible outcomes for each & all of us.

If each participant can answer a firm *Yes* to all these *StarPoints*, then continue! Discuss everything as calmly as possible toward the goal of lasting harmony and mutual success, ideally: sustainable peace and love for all. (Doing our best to *apply, move toward, and practice* all these principles consistently *is* peace and love in intent and action.) • If one or more parties feels they must answer *No* to any of these points, however; or if there are obviously unfair, inappropriately coercive circumstances present (These can manifest in different ways for the different parties.) — then consider taking a break and getting outside help. Request third-party assistance without undue delay or any sense of shame. • Then by all means: do re-schedule. Try again in the spirit of that great old *Beatles'* song — *We Can Work It Out!* Don't give up. Go for the goals. Everyone try to clear away past errors and make way for lasting joys: Genuine, fulfilling, *sustainable* freedoms, peace, and love.

**The *T.M.* technique, offered separately and independently [Please see: <http://www.tm.org>], is highly recommended. *T.M.* is the most *evidence-based* method available worldwide. It has accumulated a tremendous body of research results over a span of forty-five years. It is easy for anyone to learn and practice; facilitates profound conscious rest at will; helps prevent and gracefully dissolve stress and strain daily; and provides regular and frequently remarkable refreshment for mind, body, and the whole social atmosphere.

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