



STAR ALLIANCE™

GOOD WILL EDUCATION FOUNDATION FOR ALL™

**CCR TT™ • THE CREATIVE
CONFLICT RESOLUTION & TRANSFORMATION TECHNIQUE™**
• *A First-Step Direction-Check!™* toward Better Outcomes for All •

Conflict is a part of life. A degree of conflict experienced from time to time is a natural part of life. Differing interests and tastes 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, and a bit of healthy argumentation from time to time is certainly good.

Intractable conflicts should *not* be part of life. Intense, long-lasting, alienating conflicts (sometimes involving historical enemies over generations) are clearly unhealthy, however. Risky, unpleasant, inefficient, and undesirable; they are destructive of safety, health, and qualities of life for each participant and the greater society.

The very word *evil* in modern English came from a root word meaning: *Exceeding the proper limit*. The word *good*, by contrast, derives from roots meaning: *to unite, join fit... fitting, suitable... in a body; together... to bring together...gather...companion, comrade.* [Please see end notes for source.]

Long-term, unresolved conflicts *exceed proper limits*.

A positive engine for growth. When skillfully managed for prompt, effective resolution and transformation, even rather intense disagreements or conflicts can actually become powerful engines for creative growth. They can stimulate peaceful engagement for creative solutions and healthier, happier, more sustainable relationships and societies for all.

Good will. *Good will, properly understood*, is very important to this process. Good will is not only about warm, generous feelings. It is also and more fundamentally about not wishing for harm on others in first response to irritation. *Willing for good outcomes* is usually quite possible, even when one does not, cannot, or *should not feel* good about a particular disagreement or conflict.

Choosing to *will for good* in preference to *willing for ill* or harm against others



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helps generate: 1) greater assumption of responsibility by each party; 2) the *perception of self-interest in a fair resolution* for all parties; and 3) creative possibilities for resolution, transformation, and mutual forgiveness. All these open to healthier, happier, more sustainable and practical relationships at every level of society. And yet a whole set of values* related to good will must come into play for successful conflict resolution, and the process requires both intelligence and courage. Luckily, the essential skills can be taught, and learned and practiced by virtually everyone. And what significant, ongoing rewards when it works! Many uncomfortable situations can be transformed rather readily given the right conditions: especially initial ones.

The Butterfly Effect. The famous *Butterfly Effect* showed that small differences in initial conditions could make for huge differences at a later date. In fact, the scientific name of the *Butterfly Effect* is: *Sensitive Dependence on Initial Conditions*. To resolve conflicts successfully, we need to set up, in as much as possible: optimal initial conditions.

Inclusion. Try including as many relevant parties as possible. Perhaps even more importantly: try *not* to exclude from the discussion the very center of controversy! This mistake is often made and leads to endless inefficiencies and delays, isolation, speculation, unfounded rumors and gossip, needless misunderstandings, and social fracture. Try for inclusion!

Plan ahead. Plan ahead, and familiarize yourself with the *First-Step: Direction-Check CCRTT — Creative Conflict Resolution and Transformation Technique* — highlighted herein. It may feel awkward in actual application to a conflict, but it's far easier to engage a discussion with your primary *other party* by preparing the way with a review of these general principles first. Try reading the CCRTT out loud along with the other party or parties, just before beginning a purposeful discussion for resolution.

If a difficult discussion has already begun, you may have to watch carefully for an opportunity to intervene with such a reading, and you may have to try repeatedly. In some cases, too, you may need to seize an opportunity with peaceful courage.



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Find the inner switch. The inner, mental and emotional switch between *good will* and *ill will* — between intending for good or intending for harm on another, or others — is very simple in our way of thinking. It just toggles back and forth from one to the other, deep inside the heart and mind. To use another metaphor: imagine a meter needle with a neutral center point. The needle can move to one side or the other, indicating good will or ill will; and it can go to higher intensities on each side as it moves away from the center.

By these or other means of imagination that work for you, find this *inner switch*, preferably at quiet times allowing for inner reflection and silence. Practice *switching*, or *pulling, as it were* — *willing* it across that critical midpoint, right into the good will position. The more you can do this, the easier it becomes to keep it there as a reflexive habit; exactly counter to the reflexive habit of always assuming the worst of others, and projecting ill feelings and blame on them for things that go wrong. [Please see a discussion of *Murphy's Law* and the *Universal Triple Threat™* in our STAR ALLIANCE *Product Warning* document posted at www.STARALLIANCE.org.]

Additionally, *universal good will* is a lovely ideal and energy to tap into. This is a wish for good on absolutely everyone (usually for a change!) — in whatever way that *good* might work itself out in every particular case, without trying to apply specifics. One can try adopting this attitude as an experiment, just to see how good it feels, and hope that more people try it!

Do be forewarned, however: it is more likely than not that no matter how hard one tries, one cannot *always* maintain good will, especially in the face of intense circumstantial or attitudinal assault. Still, maintaining good will as much as possible is actually a fine form of practical and psychological-emotional defense. Even when lost momentarily, one can usually come back rather quickly to *willing good*, and enjoy better results much sooner, by making a *conscious* choice to return toward this more lasting, positive, productive, and ultimately satisfying direction for your deepest intentions and desires.

Caution I: Keep it handy! Skillful words can be hardest to remember when you need them most. So it is ideal to practice the CCRTT well ahead of time, *off conflict*. Ideally: memorize the terms of the core technique. Since getting flustered



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and forgetting all about the technique can easily occur when you are under the intense pressure of a real argument; it is wise to keep the exact words readily accessible — very easy and quick to find when needed. For safety, keep them in more than one place: your purse or wallet, on the fridge or wall, *and* in your mobile device, too.

Caution II: Drugs, alcohol, & fatigue. If *any* drugs, alcohol, or extreme fatigue are present on either side: realize these are *all* mind-altering just by definition! If any or all are present, therefore, by all means try waiting for another day to engage a serious and sensitive discussion on any matter. Try to put some safe distance in-between any conflicting parties until these conditions change.

People under-the-influence, or deeply tired, often *feel* as if they can think and act with proper perception. But in reality, they *can not*. It is just that simple. If this were not so, there would be no meaning to the terms: *Under the influence*; or *fatigue*. Especially in context of a disagreement, it is often very difficult or impossible for one or all of the parties to understand, accept, and *acknowledge* this critical fact, however! Meanwhile, an inner *illusion* of normality on either, both, or all sides while trying to resolve conflicts can allow great damage to occur to at least one party in the relationship/s.

People under the influence can argue up a storm with great feeling and power. But chances are that a day later, they won't even remember most of the important details. Very likely, there may be a total memory blackout. 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 some combination of all the above.

Caution III: Severe mental illness. An important point made by the late, great psychiatrist-author M. Scott Peck in his classic book: *The Road Less Traveled*, is that to the extent individuals are not fully functional and all healed up from traumatic injuries they may have endured; almost everyone can fall short of 100% mental health and potential. Nevertheless, some unfortunate individuals are clearly in states of severe mental illness.



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In these cases, it is important for the uninitiated and the wise alike to know their limitations surrounding conflict resolution and transformation when such individuals are not *all there*, so to speak. Due caution is advised, and in this case, *due* means *a lot*. Professional intervention and facilitation may be required, and results may inherently be limited. Still, significant movement in the direction of health and healing may occur with sincere efforts for mutual understanding. Typically, everyone has something to offer if others around them are alert and willing to listen with sympathy. It stands to reason that the more an ill person encounters such sympathy and feasible degrees of concrete help from different people in society (just the way sympathy and assistance is generally extended to the physically infirm); the more likely the mentally ill are to heal more quickly and function more gracefully. In this case, the intense burden of their illness on themselves, their families, and society at large will be reduced far more quickly.

Other tips: 1) Responsive, attentive, neutral third parties and/or recording devices can be a big help when attempting to resolve a conflict. Reliable *witnesses* can lower the mental temperature and put everyone on notice for better behaviors, accountability for facts, rules, fulfillment of promises, etc.. 2) Fair mediators can help balance things out, suggest alternate solutions, and give opposing views adequate *airtime*, so to speak. 3) During an intense discussion on your own: rather than cut off another party to make your point, try taking brief notes to remind yourself of a point or response you want to make. When the other party has spoken sufficiently, their intensity will usually subside for a time. *Then* take your turn; and you will be much better heard.

CCRTT™ • First-Step: Direction-Check. The Technique. Okay. So when you find yourself wanting to resolve a conflict, before, or even during an argument — *IF* all parties are 100% sober and reasonably rested and mentally alert — ask for a moment's patience. Take a deep breath. Break away from the details, and read or recite:

[Excuse me! Excuse me! — Before we continue!]: Could we first, **all** agree to aim at some **StarPoints™**: Civic ideals and principles we can hold in common to help work this thing out? • For example: self-and-mutual respect and good will — willing for good, healthy outcomes for everyone. • Rested, clear, calm, steady awareness. • Humility [That is: both sides admitting:



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“I don’t know *everything!*”...Realizing that we might actually learn something of value from each other.] • **Courage: to be honest & full of integrity. • **Fairness.** • **Responsibility** for our freedoms. • **Empathy & compassion.** • **Peacefulness.** **Appropriate and mutual protections.** • **Productivity.** • **Constructive means of justice and restoration.** • **Mutual forgiveness.** • **Providing for children’s & everyone’s *basic needs* and well being.** • • •**

If we can agree to these StarPoint Principles first — then we will have a much easier, better 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 *StarPoint values, attitudes, and goals*; then by all means, continue! Discuss everything as calmly as possible toward the goal of lasting harmony and mutual success — ideally: appropriate, sustainable, peaceful, genuinely loving relationships for all. (Realize: Doing our best to understand, commit to, and *practice all* these principles in proper balance and proportion to each situation *is* peace and love.)

If one or more parties feels they must answer *No* to any of these points, however; or if there are obviously unfair, inappropriate, coercive circumstances present (These can manifest in different ways for different parties.) — then consider taking a break and getting outside help. Request third-party assistance without undue delay and without any sense of shame.

When possible: do re-schedule the discussion! Try again in the spirit of that great old *Beatles’* song — *We Can Work It Out!* Don’t give up. Go for the higher goal. Go for the real gold: Everyone contributing to clearing away past errors and making way for lasting joys: Genuine, fulfilling, *responsible* — therefore *sustainable* — freedoms, peace, justice, joy, and love.



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End Notes:

Word derivation insights on good and evil are taken from *The American Heritage Dictionary of the English Language*; © 1969-'70; American Heritage Publishing Company, New York. 1550 pages. Appendix: pp: 1517 & 1547.

****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.