



STAR ALLIANCE™

GOOD WILL EDUCATION FOUNDATION FOR ALL™

**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 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 an occasional bit of fair argumentation can often be good to “clear the air.”

But intractable conflicts should *not* be part of life. Intense, long-lasting, conflicts resulting in enmity and alienation (sometimes over generations) are clearly uncomfortable, wasteful, and unhealthy. Risky, inefficient, and undesirable; they are destructive of safety, health, and qualities of life for each participant and for society.

A positive engine for growth. When skillfully managed for prompt, effective resolution and transformation, conflicts can become powerful engines for creative growth. They can stimulate peaceful engagement and result in creative solutions and safer healthier, happier, more sustainable relationships and societies for all.

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 information.]

Long-term, unresolved conflicts clearly *exceed proper limits.* To resolve them, it is easier and more efficient to come together first on the level of fairly abstract, positive principles that nearly all people can agree on...*then* deal with difficult details.

Good will. *Good will, properly understood,* is very important. If there is one, it is likely *The Fundamental Moral Choice.* Good will is not only about warm, generous feelings at Holiday Time. It is also about choosing, sometimes moment-to-moment: *not purposefully to wish harm on others* in response to irritation. *Willing for good outcomes* is usually quite possible, even when one does not, can not, or even *should not feel good* about a particular disagreement or conflict.



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Choosing to *will for good outcomes* in preference to *willing for ill* or harm against others is a deep, inner choice which helps generate: 1) greater assumption of responsibility; 2) the *perception of self-interest in a fair resolution*; and 3) creative possibilities for resolution, transformation, and mutual forgiveness. All these open out into healthier, happier, more sustainable and practical solutions and relationships at every level of society. Yet a whole set of values* related to good will must also come into play in order for conflict resolution to succeed, and the process requires intelligence and courage. Luckily, the essential skills can be learned and practiced by virtually everyone. What significant, ongoing rewards when it works! And the more one practices, the easier it gets.

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

Inclusion. Try including as many relevant parties as possible. Importantly: try *not* to exclude the very center of controversy from a discussion for resolution! 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.”* That stands for: *Creative Conflict Resolution and Transformation Technique*. It may feel awkward in actual application, but this technique can make it far easier to engage a discussion with your primary *other*. It prepares the way with a quick review of general positive principles. Therefore, try reading the CCRTT out loud together with the other parties, just before beginning a purposeful discussion for resolution.

If a difficult discussion or argument has already begun, you may have to watch carefully for an opportunity to intervene with such a reading, exerting considerable patience and self-control, and trying repeatedly. In some cases, you may need to seize an opportunity with considerable courage to redirect things toward love and peace.



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Find the inner switch. The inner, mental and emotional switch between *good will* and *ill will* — between intending for good outcomes or intending for harm on others — is essential and simple. It just toggles back and forth from one to the other. But it operates deep within the mind and heart. Imagine a sensitive electronic meter with a needle and a central neutral 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 a quiet time allowing for inner reflection and silence. Practice magnetically pulling or switching that needle from negative to positive intentions: *willing* it right across that critical midpoint into the good will position. The more you do this, the easier it becomes to keep it there as a reflexive habit; exactly counter to the reflexive habit of assuming the worst of others and projecting ill feelings and blame on them when anything seems to go wrong. [Please also see a discussion of *Murphy's Law* and the *Universal Triple Threat™* in our STAR ALLIANCE *Product Warning* document posted at www.STARALLIANCE.org.]

Universal Good Will — and even better: *Universal Mutual Good Will* — are lovely ideals and potential energies to tap into. This is a wish for good on everyone (and from everyone to everyone else) — in whatever way that amazing *good* might work itself out in every particular case. The wish and attitude...the direction...can be practiced and cherished without worry for the details! One can try adopting this attitude just as an experiment, to see how good it feels, with hope that more people can try it!

Be forewarned: it is more than likely that no matter how hard one tries, one cannot *always* maintain good will in the face of intense circumstantial or attitudinal assault. Even when lost momentarily, however, one can usually come back rather quickly to *willing for good outcomes*. One will typically enjoy a much better result, much sooner, by making this *conscious* choice to return to this direction for your deepest intentions and desires. Maintaining and cherishing good will as much as possible is actually a fine form of practical and psychological/emotional defense. Actively cherishing ill will, however, even a moment more than sometimes demanded, it seems, by the Laws of Nature after a negative event, is a terrible source of future danger for oneself and others.



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

Caution II: Drugs, alcohol, & fatigue. If *any* drugs, alcohol, or extreme fatigue are present on either side: realize these are *all* mind-altering by definition! If any or all of them are present, therefore then by all means try waiting for another day to engage a discussion for conflict resolution on any matter. Meanwhile, ideally put some safe distance in-between the conflicting parties.

People deeply tired or *under-the-influence* often *feel* that they can think and act with proper perception at that time. But in reality, they *cannot*. It is just that simple. If they could, there would be no meaning to the terms: *Fatigue*, and *Under-the-influence*. Especially in context of a disagreement, however, it is very difficult or impossible for one or all of the parties to understand, accept, and *acknowledge* this critical fact! Meanwhile, the inner *illusion* of normality in either party can allow great damage to occur in the relationship.

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 the details, and very likely, there could be a total memory blackout. Meanwhile: sloppy thinking and perceiving; exaggerated emotions, speech, and actions can wreak havoc. So delay wisely. Rest, walk, eat fresh food, *transcend* the problem for a while in sleep and/or meditation**, get outside help, or some combination of all these.

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; almost everyone can fall short of 100% mental health and potential. Nevertheless, some unfortunate individuals are clearly in states of severe and/or chronic mental illness.



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In these cases, it is important for the uninitiated and the wise alike to know their limitations. Due caution is advised, and in this case, *due* means *a lot*. Professional intervention and facilitation may be required, and results in conflict resolution may be inherently 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. Paradoxically, the mentally ill can sometimes give voice to true profundities amidst their confusion.

It stands to reason that the more the mentally ill encounter genuine sympathy (not to speak of concrete assistance) from a variety of sources; (just the way sympathy and assistance is typically extended to the physically infirm); the more likely they are to heal up more quickly, and function more gracefully. Happily, the intense burdens of their illnesses — on themselves, their families, and society — will also be reduced much 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 allow adequate *airtime*, so to speak, for opposing views. 3) During an intense discussion on your own: rather than cut another party off to make your point, try taking brief reminder notes. When the other party has *spoken its peace*, as we say, the intensity will typically subside. *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 and invite the other. Break away from the details, and read or recite:



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“[Excuse me! Excuse me! — Before we continue!]: Could we first, all agree to aim at specific some StarPoints™: Civic ideals and principles we can hold in common to help work this thing out? • Self-and-mutual respect and good will — that is: willing for good, healthy outcomes for everyone. • Rested, clear, calm, steady awareness. • Humility [Both sides admitting: “I don’t know everything!...We might both actually learn something here.] • Courage: to be honest & full of integrity. • Fairness. • Responsibility for freedoms. • Empathy & compassion. • Peacefulness. Appropriate, and mutual protections. • Productivity. • Constructive means of justice and restoration. • Mutual forgiveness. • Providing for everyone’s basic needs and well being. (especially children’s.) • • •

“If we can agree to these StarPoint Principles first — then we will have a much easier, better chance to Communicate, Cooperate, & Celebrate™ for both complementary & common goals...towards the best possible solutions and 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 that 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, clearing away past errors and making way for 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 independently [Please see: <http://www.tm.org>], is highly recommended. *T.M.* is the most *evidence-based* method widely available. 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; it facilitates profound conscious rest at will; it helps prevent or gracefully dissolve stress and strain daily; and provides regular (and frequently remarkable) refreshment for mind, body, and by extension: the whole social atmosphere.