

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

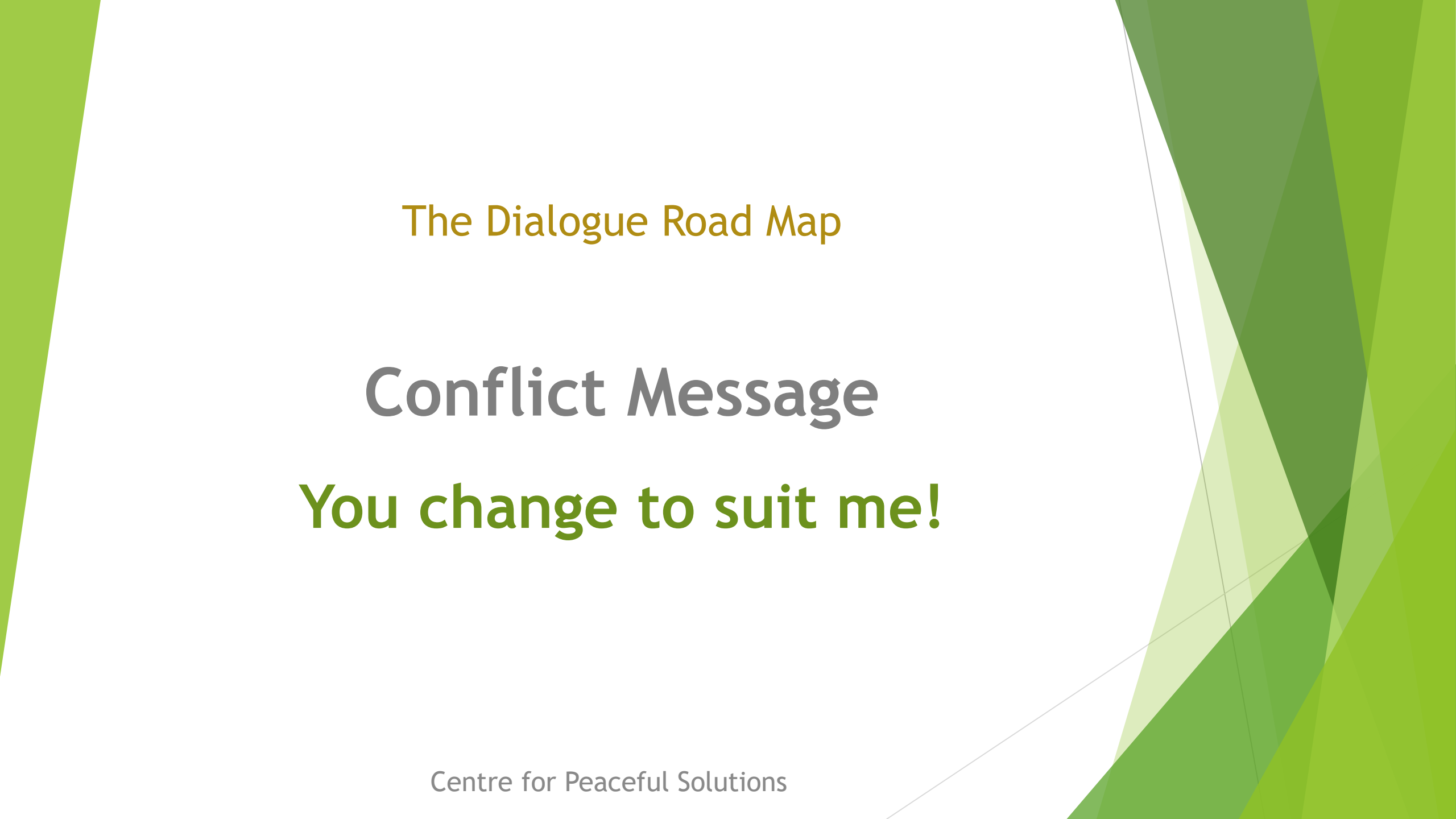
Once a conflict has started, change has already taken place

The group are learning how to grow into the change

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Conflict Messages

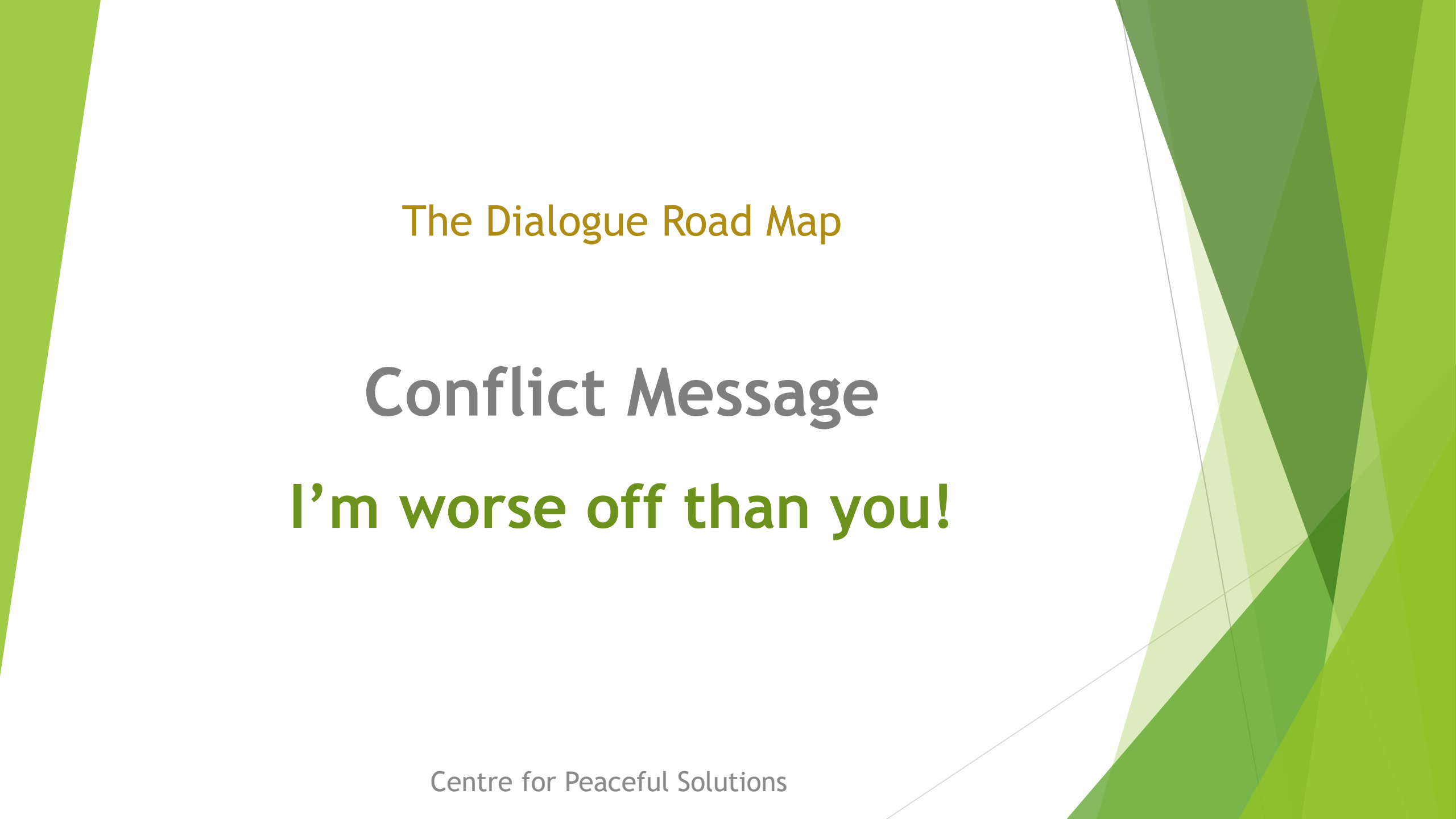
There are only 3 conflict messages

The background features abstract, overlapping green geometric shapes in various shades of green, creating a modern and dynamic feel. The shapes are primarily located on the left and right sides of the slide, framing the central text.

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Conflict Message

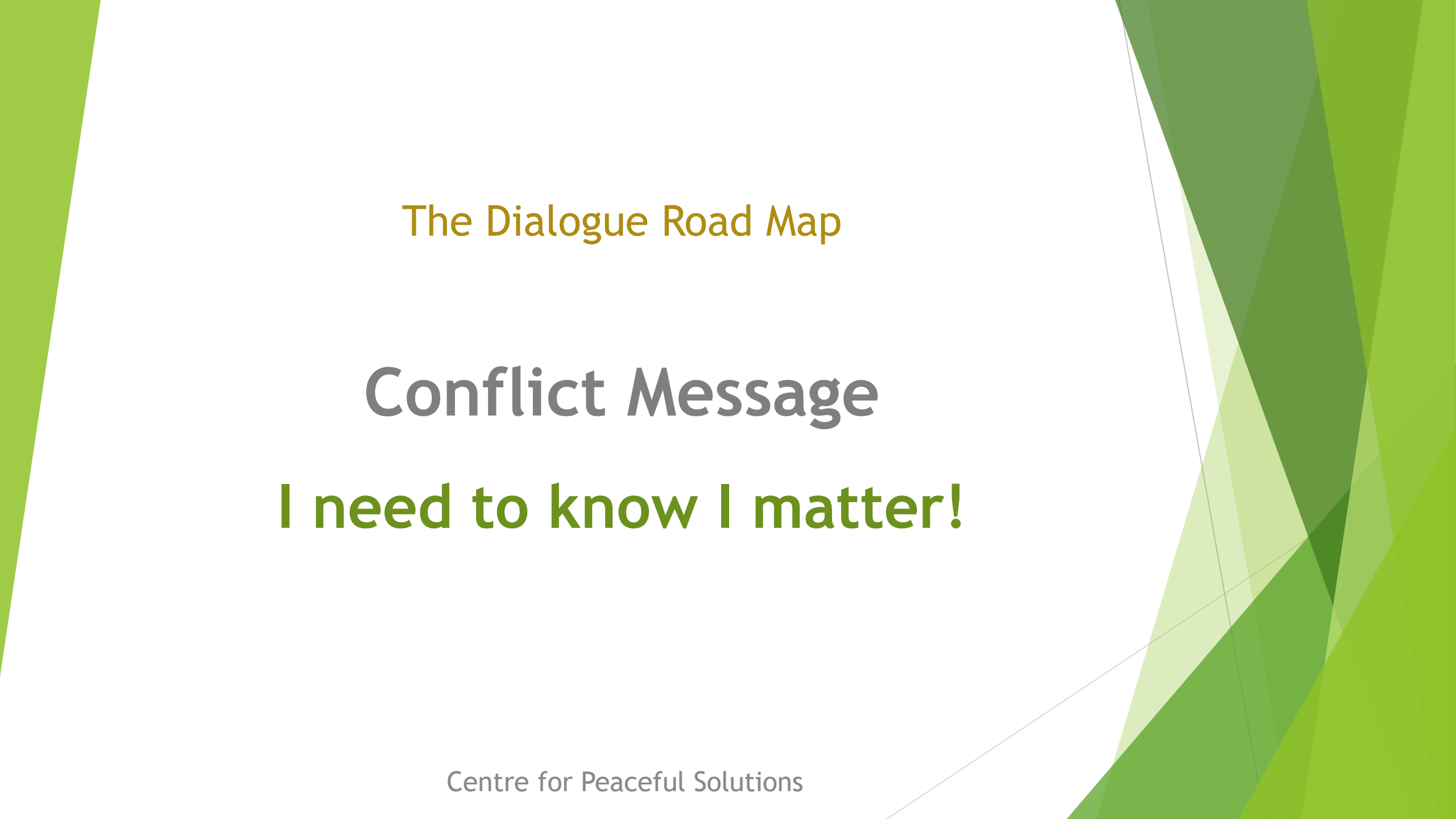
You change to suit me!

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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

Change is a process which has 5 stages
and a 'wild card'

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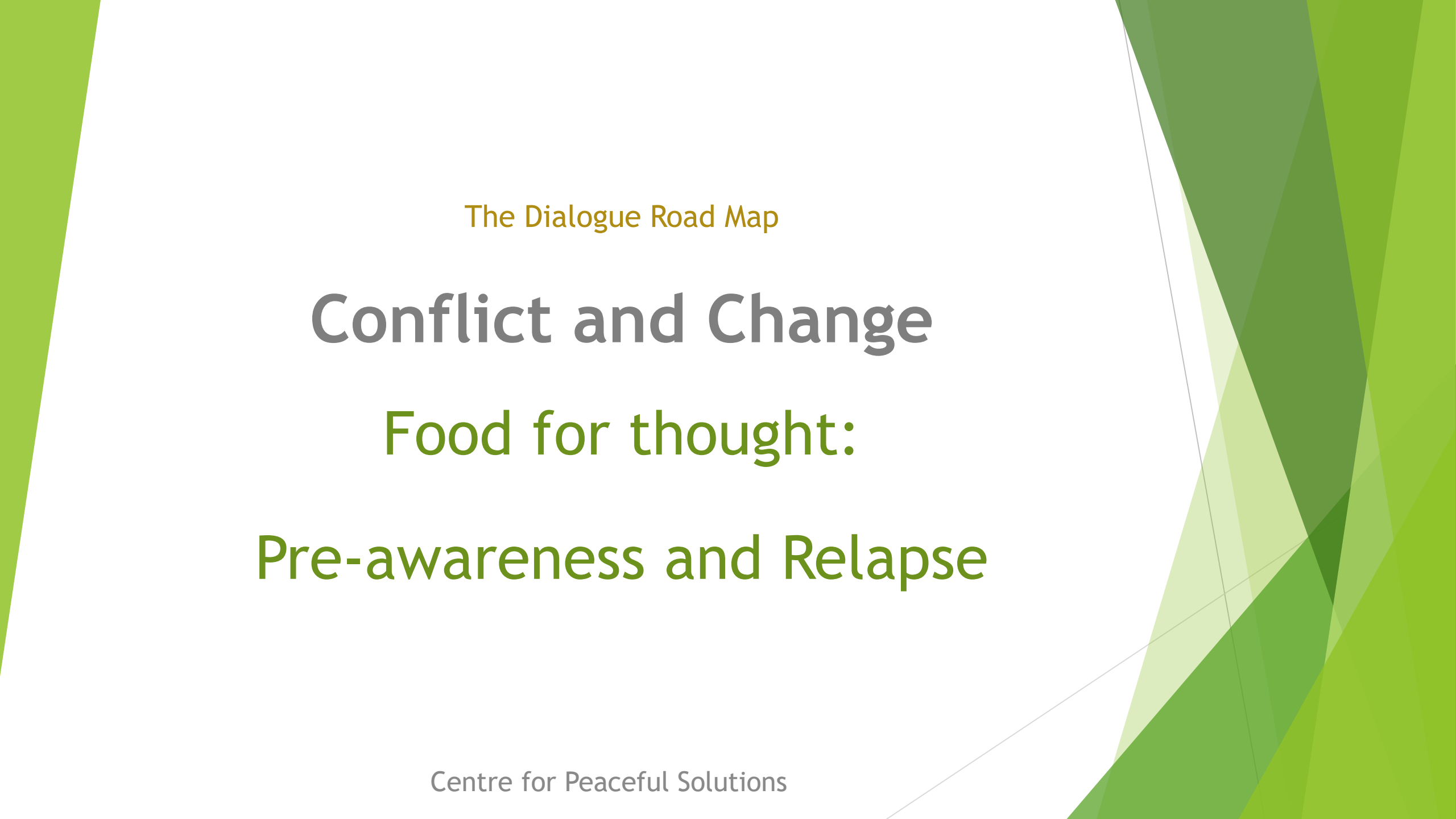
Conflict and Change

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:

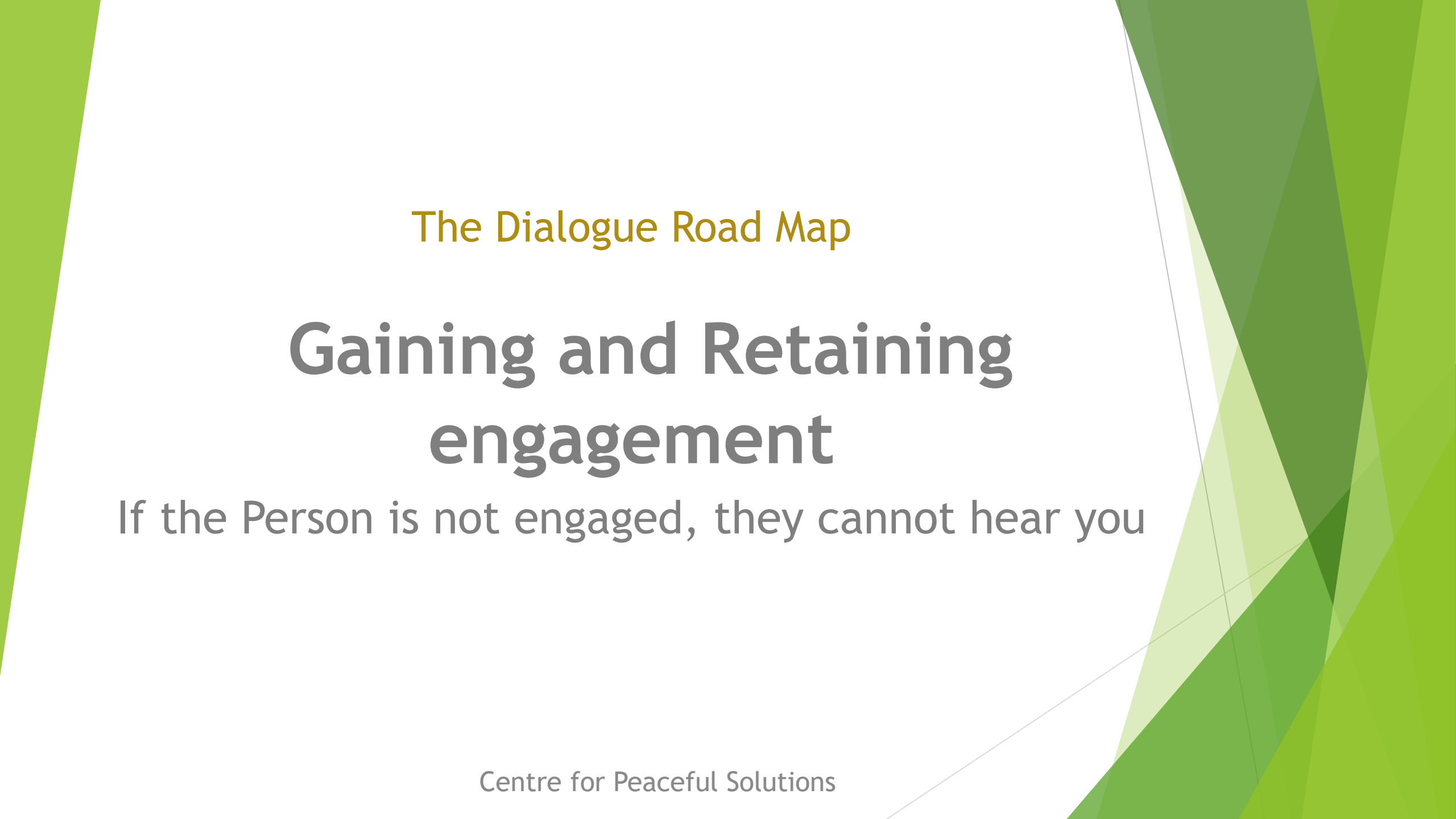
Pre-awareness and Relapse

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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

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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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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