Conflict Resolution for Recovery (CRR) Training

Introduction to the Training

Welcome to Conflict Resolution for Recovery and Relapse Prevention! Romancing the Brain!

- Your attendance throughout the training is appreciated.
- Please make a name tag using the first initial of your first name and add an adjective that describes you….example: Caring Cynthia
- Please listen to each other – do not have to seek agreement on everything. Own opinions are own opinions.

Manual pg iii
Training Goals/Outcomes

✓ Be more thoughtful about reactions to conflict.
✓ Develop new tools and concepts in understanding your own reactions to conflict and alternative methods.
✓ Demonstrate strengthened impulse control when faced with conflict.
✓ Be more present with others as you are communicating in conflict.
✓ Develop a deeper understanding of your own “baggage” and “tender points” in conflict situations with a new ability to heal.

Training Objectives

✓ Develop conflict resolution and communication skills.
✓ Develop healthy types of communication.
✓ Understand stages of relationships and relationship to conflict.
✓ Understand how styles of communication in conflict affect relationships.
✓ Relate conflict styles to family of origin issues.
✓ Learn and implement effective styles of conflict resolution.
✓ Learn and implement tips to more effective & healthier communication.
Class Ground Rules

1) Please be on time. There will be two short breaks and one longer break each day,
2) Please participate without interrupting.
3) Show respect for your facilitator and classmates.
4) Keep others’ personal information confidential.
5) Please keep an open mind.
6) Please validate others’ opinions, even if not in agreement with their opinions.
7) Please do your homework (only one evening of short assignments) and have it ready for class.
8) Other ideas?

Schedule – Day 1

- 8:30 – 9:00am: Name tags, Participant Intros
- 9:00 – 10:30am Introduce the Brain Function and Conflict and Romancing Words
- 10:30 – 10:45pm - Break
- 10:45 – 11:45pm - Five Styles of Conflict
- 11:45 – 1:00pm - Lunch Break – on your own
- 1:00 – 1:30pm - Discussing your style & where it originates
- 1:30 – 2:00pm - Share Results
- 2:00 – 3:00pm – Stages of Relationships
- 3:00pm – 3:15pm Break
- 3:15pm – 3:45 Groups - Stages in your life
- 3:45pm – 4:30pm Share
- 4:30pm – 5:00pm Q&A and Evening Thoughtwork
**Location of the Limbic System**

Your **Limbic System** is located approximately in the center of your brain.

* It is the part of the brain that most people use most often in conflict – it is where your emotions are stored – both negative & positive.

  - The main structures are: the Hippocampus, amygdala and hypothalamus.
  - It is the second oldest system of your brain – the reptilian brain being the first. It controls your vital functions: heart rate, breathing, body temp & balance.

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**Your Brain**

Your brain governs specific functions. * sensory (blue) * visual (yellow) * reward pathway (orange), * cerebellum (hot pink) for coordination and the hippocampus (green) for memory, thalamus (magenta) which receives information about pain coming from the body (magenta line within the spinal cord), and passes the information up to the cortex. Nerve cells or neurons connect one area to another via pathways to send and integrate information. The distances that neurons extend can be short or long. This pathway is activated when a person receives positive reinforcement for certain behaviors ("reward"). + NIDA 2016
Your Brain Loves….

Your own Natural and Organic Rewards:

- Food
- Water
- Sex
- Nurturing

Preventing Relapse

- Science tells us that stress is the biggest trigger for relapse/reoccurrence.
- Relationships – personal, professional, in community, are the largest groups that stress us out on a day-to-day basis.
- What would happen if we learned to “romance” those around us and ourselves?
- What would happen if we worked through the trauma of our lives?
- What would happen if we learned to live happy and healthy?
Recovery Starts in the Brain…or doesn’t

**BUT!!**

**LIMBIC**

**DON'T YOU EVER!**

**NO!**

**Absolutes**

**Should**

**Always**

**EVER**

**FIGHT**

**WONT**

**Could**

A Component of NAADAC’s Life-Long Learning Series

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**Location of the Cortex in the Brain**

The cortex **located in the front part of the brain**.

- It functions are decision-making, problem solving, creativity and discovery.
- It is where language is developed.
- It can be trained to be mindful.
- It reacts positively to options.
- It is like your internal computer.
- It helps you to sort, process and store information.
- It has infinite learning abilities.

Manual pg 1-11

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Wellness & Recovery Grows Here…

Let Us Find Another…

YES!

Consider

Is it possible

Please

Stand Still

Back-up the Train

Thank you

The Cortex - Discovery

- We learn impulse control
- Maturity and imagination develops
- Decision making – judgment – reasoning
- Creativity and discovery
- Problem solving
- Romance develops into maturity and commitment

Manual pg 1-12
Is What I am Going to Say...

- One helpful skill to learn is the ability to stand still in the moment.
- In standing still in the moment, you learn to stop or slow down your thoughts and conflict process by asking yourself 3 questions:
  - Is what I am going to say (words and phrases) and the way I am going to say it (tone, inflection and gestures) going to build the relationship up?
  - Is it going to keep the relationship level?
  - Is it going to tear the relationship down?

Manual pg 1-12

Being Deliberate

- Phrases like “Thank you,” “Please,” “I am sorry,” and “I did not intend to ...” give people more power in their lives or diminishes their power?
- Words or phrases like the following add what to a conversation?
  - I believe
  - I wonder
  - Let’s discover
  - I would like
  - Consider
  - Often
- Consider how this change could effect what you would expect to see in other people (for example; work colleagues, family, and friends).
Emotional Bank Account

- Everyone maintains an emotional bank account.
- We think we have reserves.
- We lose reserves when we tear others down or lose control, resulting in the other person leaving—in some manner.
- This takes on the response from the other as low tolerance over little things.
- Do you or someone you know seem to be in this place?
- In what other ways do you see this happening around you or to you?

Manual pg 1-12

Going Limbic on Someone

Expressing anger in an unhealthy manner causes the person doing it:
- to have increased blood pressure
- to have increased heart rate
- to increase the adrenaline level
- to cause a rush to the brain

Example...“going limbic”

- What was my body experiencing?
- Recovery and a rush of endorphins from anger—Do they match?
- Anger rushes are destructive to both (all) persons on the receiving end of the anger

Manual pgs 1-14 – 1-15

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Being Deliberate

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- Words or phrases like the following add what to a conversation?
  - I believe...
  - I wonder...
  - Let’s discover...

- Consider how this change could effect what you would expect to see in other people (for example; work colleagues, family and friends).

Phrases that “Romance” the Brain

- Is it possible...
- Have you had an opportunity to...
- I wonder what would happen if...
- Help me understand...
- I’m confused, I thought...
- Is this ok with you...
- I’m curious about...
- Please explain to me...
Phrases that “Romance” the Brain (cont)

- My pleasure to...
- Please...
- Thank you...
- May I have permission...?
- Please tell me what you mean by this.
- When you have a minute, would you please...?

Phrases that “Romance” the Brain (cont)

- I am sorry.
- Is there another way I could (say/do/explain this)?
- Let us discover/consider/believe...
- Often, this is a misunderstood (action/behavior/word)...

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More “Romancing” the Brain

- Will you agree to this...?
- I would like to find a solution, together.
- Would you consider...?
- I would like to assist you...
- Your thoughts?
- Please see handout

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Training the Brain

- Hear It
- See It
- Say It
- Write It
- Read It
- Repeat It

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Styles of Communication in Conflict

- Thomas-Kilmann Conflict Mode Instrument
- Answer each question as if “push comes to shove”
- Answer each question the closest to your response – what you most likely do – “A” or “B” response
- 30 Questions total – add your responses

Manual pgs 6-7 – 6-14

Five Styles of Communication

- Five Styles:
  1) Competing
  2) Avoiding
  3) Compromising
  4) Accommodating
  5) Collaborating
Competing Style

- The attitude is “I'm going to win; you're going to lose.”
- There are only two possible outcomes from conflict: winning and losing.
- Winning is associated with status and competence.
- Losing is associated with loss of status, incompetence and weakness.
- Prime importance on personal goals to the virtual exclusion of any concern for the relationship.
- Protection of personal goals is taken as an index of successful combat.
- It's a dog-eat-dog world.
- Nice guys finish last.
- Method of control: RESENTMENT
Avoiding Style

- We are both going to lose, so I'll leave.
- There is a feeling of hopelessness.
- Avoiding protects the person from the useless and punishing experience of endless struggles that cannot be won.
- Rather than suffer, I will leave physically or psychologically.
- An Avoider might adopt the role of a detached observer.
- Roll with the punches and live to fight again another day.
- Getting angry means losing control.
- It is unfair to lose control, so leave.
- Method of control: **WITHDRAWAL**
Compromising Style

- You get half the cookie, and I get half the cookie. We both lose a little and compromise. It's better to get something than nothing.
- A secret variation of losing/winning.
- Soften the effects of losing by limiting gains of the other person.
- Arrive at compromise by somebody playing the “judge.”
- Ringing oratory invoking everything from “the democratic process” to “the rules.”
- Nobody wins, and nobody loses.
- Evokes the attitude that “war is hell.”
- Method of control: RULES
Accommodating Style

- The primary concern for the effect of conflict is on the well-being and durability of relationships.
- The assumption is that human relationships are fragile, that they cannot endure the trauma of working through differences.
- There is a fear of losing the relationship.
- Appease others by ignoring or denying their behavior and avoid conflict by ignoring or denying how you feel about their behavior.
- Personal objectives are set aside, and the relationship lends itself to one-sided domination.
- There is an attitude of forced, cheerful compliance.
- Eventually, the “Mt. St. Helens” effect will play out (“Tic, Tic, Boom!”) or it is like a time bomb (“TIC TOC, TIC TOC … BOOM!”).
- Method of control: GUILT
Collaborating Style

- This has an altogether different attitude that results in a different behavior.
- We can both win.
- Importance is attached to the well-being of the members of the relationship and to the relationship simultaneously. The two sets of goals are not seen as mutually exclusive as with other styles.
- Conflict is inevitable because we are different from one another. This leads to differences in opinion. The most common reasons for differences are incomplete understanding and commitment to inequality.
- A collaborator has a tolerance and acceptance of differences.
- You have the right to feel, and so does the other person in the conflict.
Collaborating Style

- Let’s differentiate (and get out of our feelings) and then integrate (and create more closeness … let’s be solution focused).

- The real paradox of control is to not control! The real power comes into play when you both allow each other to get out your feelings and then think of the other’s perspective to the point of creating more closeness through the understanding and then, through that, you come to a place to problem solve that takes the feelings, points of view, background and perspectives of both parties into play. This is true integration of both parties.

- The paradox of control: REAL POWER

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Styles Revealed

- Avoiders have minimal concern for personal goals as well as minimal concern for the relationship (1,1).

- Competers have maximum concern for personal goals and minimal concern for the relationship (9, 1).

- Accommodators have minimal concern for personal goals and maximum concern for the relationship (1,9).

- Compromisers fall into the middle of the quadrants. They want to preserve personal goals and the relationship and are willing to give up some of each to do so.

- Collaborators have maximum concern for personal goals as well as maximum concern for the relationships. They want everyone to win (9,9).

Manual pg 6-13

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Five (5) Stages of Relationships

1) Honeymoon
2) Disillusion
3) Misery
4) Awakening
5) Peace/Calm

Manual pgs 2-7 – 2-13

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Honeymoon Stage

• Please take a Trip down Memory Lane with me
• Were you, at one time, looking for that prince or princess?
• Think back to the beginning of that time, the beginning of the relationship, what did you feel and what did you do?

  • Exciting
  • Scary
  • Fun
  • Lots of communication
  • Few feelings
  • Hopes
  • Dreams
  • Careful
  • Thoughtful
  • Sex was great
  • Cards and notes
  • Nights out

Manual pgs 2-8

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Disillusionment Stage

- What happens after some time in the Honeymoon stage?
- **Disillusionment** sets in...
- This is sometimes referred to as the **Familiarization** or **Adjusting to Reality** stage.
- Your endorphins cannot keep producing at the same level as before. You become more relaxed in the relationship, as does your partner.
- You and your partner are human and your flaws are beginning to show. There’s generally enough goodwill left over from the honeymoon stage that you can overlook most flaws.

Manual pg 2-9

More Disillusionment

- If the flaws are more serious - such as dishonesty or deceit - the relationship can become confusing and discouraging.
- If you want the relationship to keep evolving, you need to be able to communicate effectively and resolve conflict.
- Sex has become more familiar, and maybe the fun sleepwear has changed to less enticing wear.
- Communication tends to go down. There is less time spent sharing and it is less positive.
- The things that attracted you to the person now detract you from them.
- Arguments over money, friends, priorities, sex, etc., begin to happen with less agreement on how to solve these new differences.
Misery Stage

- This is also called the Power Struggle, Disappointment or Distress stage.
- You become more aware of the differences between you and your partner. Depending on your style of communication, you find yourself avoiding, accommodating, judging, competing and fighting in the conflict. Conflict continues to grow.
- Deep resentments can begin to build in this stage. You see your partner as uncaring, self-centered or untrustworthy.
- People really know they are in the Misery stage when they ask themselves:
  - “Why did I ever get involved with this person in the first place?”
  - “What was I thinking?”
  - “If only I never got involved in the first place!”
  - “Will this ever change?”
  - “Is there no way out?”

More Misery

- Couples remain in this stage, building resentment and frustration until they either decide to:
  - End the relationship in some manner
  - Avoid the issues and remain in the relationship
  - Seek some means to resolve the conflict in the relationship
- Misery can last for years and years. There are couples (and you might have experienced this or seen others in this stage) remaining in Misery for 10, 20 or 30 years, often citing kids, financial constraints or fear of changing the familiar as reasons for staying together.
- Many couples do not evolve from this stage and decide to end the relationship here.
- However, if a couple can resolve conflicts here, then they move on to the next stage - Awakening.
Awakening Stage

- This is also called the Stability, Friendship or Reconciliation stage.
- Couples who make it this far express feelings of stronger commitment, connection, trust and love.
- You know neither one of you is perfect, but this concept is no longer threatening.
- You are confident in your ability to resolve most of your issues.
- You begin to reestablish your own outside interests (unlike the Honeymoon stage, where you only had eyes for each other).
- There is some danger of boredom with your partner, so you have to work to maintain the connection you made in the Honeymoon stage.
- Most couples are comfortable and content at this stage.
- To help a couple move to this stage, it is vital that they learn how to listen and communicate with each other.  
  
  More Awakening

- “Listening with the heart” is a term we use to express the skill of empathy. It involves remaining “present” with the person and hearing all he or she is saying - the deep feelings being expressed, their affect and fears and concerns as they relate to the relationship - without thinking about and trying to develop words you are going to use to respond.

- In this practice of “listening with the heart,” it is also vital to learn from each other, to learn what each needs - not wants, but really needs - to be in relationship with the other. In other words, what are the “basic needs” for that person to feel safe, secure and ready to fully participate in the relationship?
Peace & Calm Stage

- Other names for this stage are Commitment, Acceptance, Transformation or Real Love.
- It is estimated that less than 5% of couples make it to this stage.
- You are with your partner because you have chosen him/her, faults and all, not because you need him or her.
- You and your partner are a team and look out for each other's best interests.
- At this stage, your relationship becomes a true partnership.

Manual pg 2-12 – 2-13

Four (4) Types of Agreement

- Financial
- Physical/Spatial
- Emotional/Social
- Spiritual
Financial Agreements

- What do you need to be in financial agreement?
- Who works?
- What amount of money do you need for the household? (Don't fool yourself: if you are a $75,000-a-year expectation person, and your partner only makes $35,000, then there will be conflict.)
- Is it one joint checking account or two separate checking accounts?
- Is there savings, money for retirement and money for vacation?
- And what about donations? Is tithing something you believe in?

Financial Agreements and Budget

- Do you keep a budget that is agreed to? (Refer to “Budget Table” worksheet on page 45 of the workbook.) Is it projected out?
- A budget will keep financial arguments down since there is agreement on what the budget will be. When considering a new purchase, go to the budget and ask “Does it fit?” It no longer becomes an argument of “you don’t want me to have this”; it becomes a discussion of the budget and whether a purchase fits.
- What about credit cards? Can you use them? How much can you use them? Have you and your partner agreed to internal limits?
Physical/Spatial Agreements

- What are your physical expectations for the sexual relationship, physical exercise, the manner in which you keep up yourself (body, hair, etc.)?
- What type of physical space do you need—a crowded room, a sparse room, a house in the open, a house in the woods or in the city?
- What about physical abuse? What is okay with you? What is not negotiable (such as pushing, shoving, beating, hitting, scratching, etc.)?
- What is physical safety to you and appropriate boundaries in your relationship for all the above areas?
- What about own “body bubble”? How close do you like your partner and how often? Are you a cuddlier or do you prefer to have more space?
  Manual pg 3-16

Body Bubble’s

- We all have our own personal “body bubble,” formed as we grew up, that advises us how close we want others to come to us or when we get to the place when we know someone “enough” to allow them closer.
- People who have been physically or sexually abused might have a different experience of closeness
- It is likely take more time, trust and patience in allowing others to come closer.
- As you build a relationship with a person, it is important to learn his or her body bubble styles and respect them.
Emotional/Social Agreements

- Emotional agreements also take into account those times when the other person is just “off” emotionally

- We don’t always know the whys of it and just needing a little extra special consideration to get through whatever it is.

- This kind of emotional support goes both ways, for the nature of emotional agreement is reciprocal.

- Part of the discussion on the emotional agreement is to learn your partner’s emotional strengths and weaknesses.
  Manual pg 3-17

Emotional/Social Support

- Are there certain situations (times of the year, seasons) that are more difficult emotionally for your partner? This might be related to a loss (death, divorce, accident, etc).

- When does your partner feel he or she needs more support from you? In what type of situations?

- When does your partner want you just to listen, and (possibly) hold them, rub their back or just be “present” with them?

- What do you need from your partner for positive emotional support?
Emotional & Social Agreements (Cont)

- Do you expect unconditional love and support?
- Do you expect understanding and a person to listen to your hurts?
- How is that played out at the end of day, on the weekend, after an argument?
- Do you go to bed on your fight, in anger?
- What do you need there in terms of resolution?

Spiritual Agreements

- Every person comes to this life with a spiritual piece
- How we relate to that spiritual side is dependent on the fabric of our background
- Not everyone identifies their spiritual side
- Yet, everyone goes about trying to fill it in some manner

Manual pg 3-18
**Spiritual Agreement Support**

- What does spirituality mean to you? How do you want to express it?
- How do you want your partner involved?
- Where is your source of strength? How do you express it?
- Do you want to do this together or separately?
- Is there reading, praying or worship that you expect?
- What are your other spiritual expectations?

**Completing the “Agreements” Loop**

- Once this is done, it helps to write each of these on paper.

- Put them in a dual frame - and in the bedroom - so that when an issue or argument begins to rise, it can be agreed to revisit these agreements and to remind each other to put their needs first, not their wants.

- When a couple makes these types of agreements, after really listening to each other, a peace and calm is achieved.

Manual pg 3-18
Completing the “Agreements” Loop (cont)

• There is a sense that they know how to resolve conflict, they know what is expected and they know how they can meet these, specifically, in each of those areas.

• It does not mean that there won’t be future disagreements or that everything will be peaceful and calm.

• The difference is that there is agreement to work and live in peace, understanding and mutual support for each other.

Day 2
Conflict Glossary

- **Conflict** is natural and occurs in everyday life.
- It is often due to misunderstanding or misinterpretation of someone else's verbal or non-verbal behavior.
- It is rarely needed for life-saving techniques, yet our natural instinct is to “fight” or “flee”—our limbic system has kicked into gear.
- Our deliberate responses, those guided by the cortex of brain, teach us to slow down, back up or stand still and reassess the situation before we run or “put up our dukes.”
- Feelings of stress might lead to conflict.

Manual pgs 3-20

Conflict Glossary Handout

Please turn to this page in your workbook: Pg 46

**Healthy Conflict:**
- Engenders natural feelings
- Identifies needs and feelings
- Energizes us to meet the needs of ourselves and others
- Increases our skills for dealing with our environment
- Decreases the number of conflicts
- Creates naturally inhibited behaviors
- Solution Focused

Manual pg 3-21
Conflict Glossary Handout

Unhealthy conflict:
- Creates learned responses
- Masks real needs and feelings
- Squanders energy on false solutions, blame and shame
- Increases the problems we have with our environment
- Increases the number of conflicts
- Is addictive
- Creates a false sense of power and authority
- Results in impatience, urgency and reticence
- Problem Focused

What It Takes to Have a Healthy Relationship

- Being with someone – no matter what.
- We are inter-dependent on each other – interconnected. We need each other.
- Must be entered in – heart and soul. Don’t worry about the outcome.
- All you want is their highest good.

Presented by: Cynthia Moreno Tuohy, BSW, NCAC II, CDC III, SAP
What It Takes to Have a Healthy Relationship

This type of relationship means:

• You are willing to do what is right to rescue the relationship.

• It is what you do with what has happened – NOT what happened.

• Doing all this means taking risks. The biggest risk is not basing the relationship on ME.

• It requires the ability to forgive.

What It Takes to Have a Healthy Relationship

This Type of Relationship CANNOT be Based on:

• School

• Hobbies

• Family Gatherings

• Lust

• Your child’s Activities
What It Takes to Have a Healthy Relationship

This type of relationship **CANNOT** be based on:

- A cause
- A goal
- A Crisis
- Financial Gain
- Workplace
- Recreation

A HEALTHY Relationship DOES NOT Intend to:

- Manipulate
- Keep Score
- Control
- “You owe Me” Attitude

Manual pg 3-24
Costs of a HEALTHY Relationship

- Risk
- Time
- Money
- Energy
- Reputation
- Heart
- Dreams
- YOUR Agenda
- YOUR Customs
- YOUR Taste/Style

It Can be Broken by the Following Behaviors

- Lying
- Stealing
- Sexual Deviance
- Abuse of ANY Type
- Outside Sexual Relationships

Presented by: Cynthia Moreno Tuohy, BSW, NCAC II, CDC III, SAP
If you find an inability to forgive someone, it tells you that you had not entered into the relationship in a healthy manner.

**TIPS**

• The issue is NOT what they can give. It is what you give!

### Elements of Relationships

• Three elements of relationships:
  - Independence
  - Dependence
  - Interdependence
**Independence**

- **Independence** means living your life without the influence of outside input to the point that only your own values, perceptions, and needs are taken into account.

**Dependence**

- **Dependence** means living your life with the influence of outside input to the point of distrusting your own judgment and ability to make choices.
Interdependence

- **Interdependence** means living your life with the influence of others as well as the influence and perceptions of your own, assessing and caring how each one’s perceptions affect the others.

Four Levels of Violence

1) Inconsideration
2) Rejection
3) Sabotage
4) Destruction
Inconsideration

- **Inconsideration** is the first level of violence.
- What would cause you to think about inconsideration as the first level of violence.
- When people are purposefully inconsiderate, they are aware of their poor behavior yet they choose to behave this way.
- This type of behavior is self-centered and ego-bound and is a means of taking control and power over another person.
- If an individual is inconsiderate to a person and continues to be inconsiderate, that individual is exhibiting a behavior pattern that devalues others.
- Devaluing others is a form of violence.
- The consequence of this behavior is hurtful and harmful to others because it is thoughtless.
- If a person can be inconsiderate to others, it is easier him or her to move to the second level of violence—rejection. Manual pg 4-9

Rejection

- **Rejection** is another form of self-centeredness.
- When individuals use rejection, their ego allows them to justify treating others in this harmful manner.
- The act of rejection is a level of violence that further devalues another person; in other words, the person exhibiting this behavior displaces the worth of the person being rejected.
- When an individual is able to reject another and cause that person to feel a sense of worthlessness, it furthers the individual's inner belief that he or she has power and control over other people.
- The people on the receiving end of the rejection might internalize this feeling and think they have less meaning or value in this world.
- This reaction is especially true if the person perpetrating this behavior is in a close relationship with the rejected individual.
- Rejection can bring on feelings of unworthiness, depression, desperation and self-destruction.
- The consequence of rejection is at a higher emotional and spiritual level to those to whom it is directed. Manual pg 4-9
Sabotage

- Sabotage can take a variety of forms, from hurting someone’s chance or opportunity to do something or receive something. It can be the act of saying something hurtful and potentially harmful to another person to the point of hurting them, someone else or something else.
- Sabotage is an active behavior. It is a plotting activity; it requires time and effort, planning and plotting.
- During the planning phase, the saboteur could decide to abort the behavior.
- The continuation of the sabotaging behavior is a direct behavior of power and control. It is meant to take something away from another.
- It is a direct and targeted behavior toward another person with the intention to be of harm.
- The level of consequence for this type of behavior is even higher than the last level of violence (rejection), as it is more active and more deliberate and requires a longer period of thought and planning. Manual pg 4-10

Destruction

- The last level of violence is destruction, which often is the first level that people relate to violence happening.
- Destruction is the intention to tear a person down completely, to the point of killing his or her spirit, dreams, hope, property or/and life.
- This is power and control to the final degree—the perpetrator can willingly destroy or kill another person.
- To destroy a person means that the perpetrator believes that he or she has the right to completely obliterate another person.
- This type of behavior is pathological.
- There is a mental illness or a toxic level of some sort (for example, sociopathic or psychopathic mental illness, chemicals or severe narcissism) that allows the perpetrator to justify his or her behavior. Manual pg 4-10
Four Levels of Violence Homework

- Think and write about times and situations where your behavior has reflected these levels.
- Think and write about your “payoff” for these types of behaviors.
- In what ways would you like to restructure your behavior?

Repairing Relationships

- Life offers many situations and circumstances that damage relationships.
- A person does not get through any relationship without some damage.
- It is not always the damaging effects of “what happened” that make the damage so destructive.
- It is the manner in which individuals involved deal with the damage that causes the ongoing hurt and deep feelings of unresolved resentment, lack of forgiveness and loss.

Manual pg 5-5
Repairing Damaged Relationships

- The first step in repairing a damaged relationship - identify the relationship that has been damaged and the root cause of the damage. Was the surface issue that you and the other involved individual identified as the source of the problem the actual root cause or was there something deeper and more difficult to identify that lead to the hurt?

- Next step is to validate your feelings around the hurt, unresolved resentment, lack of forgiveness or loss. Being able to identify your feelings helps reduce any chaos or “feelings of craziness” around the situation.

Manual pg 5-5

Repairing Damaged Relationships

- Now, here comes the tough step.

- Check in with the other party or parties to see what they recall and how they feel about the situation or circumstance. This is more than just asking their perception of what happened. It also attempting to understand the context in which it happened.

Manual pg 5-6
**Life Happens**

- We all know that “life happens.”
- Yet when it is happening to another person and that person then affects us in a negative manner, we tend to take it personally.
- Understanding the other person's life situation might also help you to see that what was going on for them was not “all about you.”
- Maybe it was about them.
- Their life situation caused an inability to really see or feel what was happening to you at the time.

*Manual pg 5-6*

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**Repairing Damaged Relationships - Steps**

Follow these guidelines to help the individual explain their story, of how “life happened” to them:

- Check out their perception of the situation.
- Listen without judgment (that is, suspend judgment).
- Do not jump in as he or she tells the story. The person is telling you what was actually happening in his or her life at the time.
- Stand still in the moment (use your mantra if need be) to just sit and listen.

*Manual pg 5-6*
Other Methods for Repairing Damaged Relationships

- Writing a letter or a series of letters to the person(s) involved, explaining without judgment what is causing you to write and describing the hope to clear up some unresolved feelings. Include in the letter your perceptions of the events and situations leading up to the unresolved hurt, resentment or lack of forgiveness.

- Using audio or video tapes in addition to letter writing. The addition of body language, gestures, facial expressions, voice and personal sounds and expressions that are familiar to both parties can be very powerful.

More Repairing Methods

- Visiting a gravesite to have the conversation

- A time of meditation with a ritual of letting the hurt, resentment and/or lack of forgiveness go in some manner – lifting it out.

- Meet, if possible if the person with whom you have the damaged relationship is alive.

- If no longer alive, the ritual might involve a simple prayer, followed by the hurt being expressed in writing and then burned at the gravesite.

- A blessing can be said as the burned papers fly off in the wind or scatter on the ground.
Meditation to Letting Go of the Negative

- Let (or breathe) out the negative forces in your life.
- Empty your lungs before deeply breathing in a new breathe.
- Think about the new breath as a new way of looking at and processing the information. It is a new attitude of healing what has been hurtful. It adds freshness to your own spirit as you are working toward wholeness and wellness. New breath and filling your life with a fresh and healthy spirit helps in with the realization that your journey is taking you on a path to recovery and wholeness, that you have input and the ability to influence your change on a daily basis. Use music as a means to facilitate this change.

Manual pg 5-9

Creating A Mantra

- Self-control is not a natural instinct. It is learned.
- Some of us learned higher levels of self-control by the discipline we were taught or saw as children.
- Still, others of us were in families with limited self-control, and our behaviors are low-impulse control.
- Learning a higher level of self and impulse control is possible and attainable.
- It truly is a “brain choice.”
- This higher level of self-control can be achieved by creating mantras that help you “stand still in the moment” or “slow down your jets” when an angry or mean-spirited impulse wants to run loose!
- The key to this technique is to create a mantra that has meaning and enough significance that you will remember it and then to use it.
Mantras are Used To

- Maintain control
- Slow down reactions
- Control impulses
- Avoid shame and blame
- Motivate oneself

Motivating Mantra’s

- You might also choose to create a mantra to motivate yourself to do something. This could be a task you need to accomplish, an exercise you are doing, or anything else you want to do that takes extra effort. Some ideas are:
  - “I think I can, I think I can, I think I can”
  - “Just go for it”
  - “I have the ability to make this happen”
**The Empowerment of a Mantra**

- Begin your day reminding yourself of your mantras and in what circumstances you plan to use them.
- End the day with these thoughts as well.
- You are logging these phrases and anticipated behaviors into your “computer brain” so that your brain automatically spits these out when you discover you are in one of these situations.
- You are becoming more in touch with yourself and developing a deeper sense of yourself and others through these exercises.
- You are also creating a positive change in your behaviors, thereby creating a life with more personal power and self-control that leads to a feeling of empowerment and self-esteem!

**Creating Your MANTRA**

**Develop your own statement that you believe and will say when you feel like you want to explode, yell, fight, scream, or basically, lose control**

**Example: “I think I can, I think I can!”**

Page 55 in your workbook
Positive Affirmations and Self-Talk

- Self-talk continues in our head, day and night, and can be both positive and negative.
- It is helpful to log the type of self-talk you engage in.
- Set aside one day a week to record your self-talk.
- Is the self-talk constructive and positive?
- Is it negative and destructive?
- Learning how to engage in positive, constructive self-talk will build a higher level of self-confidence and self-empowerment.
- Awareness of self-talk and the origin of the thoughts and wording are important in discovering if you are buying into someone else's "tapes" or creating your own.
- Taking your perception of yourself and changing your inner tape to say what is helpful and healthful is the goal.

Tip 1 – Stand Still in the Moment

- Reverse of flight or fight (Limbic)
- Take your time
- Delay a reaction and consider your actions (is about what I am going to say and do…)
- Indecision can be your best friend in order to get to mutual problem solving
- Third reaction …. Stand still in the moment
Tip 2 - Do Not Assume Intent

- Another version of the “Blame Game”
- People within sticking distance
- Let go of presumptions or premeditated attacks
- Misunderstandings and accidental collisions
- Accountability as a “WE” issue – change is the responsibility of both parties

Check it Out!

- Information is useful.
- Inner agreement not to follow what you “might know”.
- Ask for clarification or information.
- “Call out” words and behaviors that are hurtful.
- Seek out the intention of the other person.
- Watch for your own “baggage” getting in the way.
- Ask the other person to tell you what they meant by the words or behaviors.
- Remember – not to go “limbic”!
Tip 3 - Dig Deeper into Conflict and Anger

- Digger deeper into conflict and anger is like being an archaeologist
- There is reasonable expectation that there is a some type if treasure below
- Our treasure is our “fabric” of our life
- “Fabric” is our: culture, race, religion, values, creativity, ideas, past experiences, family’s past experiences, unresolved grief, layers of happiness and love and go on.

Being an Archaeologist

- An archaeologist for humans understands at a deeper level
- Everyone has wonderfulness and desperation
- Not a comparison game – more like a reality show
- Using the Tips helps us to view the show without assumptions
- It means putting aside your well-developed defense mechanisms
- Put on your solution-focused glasses
Back Up The Train

- The more you back up the train – oops, did not mean to say it that way, in that manner with those assumptions and dig deeper...

  The more likely you are to get beyond the surface and get to the issues …that now can be identified and resolved!

  Work not to bring shame/blame/pain back!

Tip 4 - Cultivate Confusion

- A powerful tool for resolving problems and conflicts

  - Withhold judgment, guessing and blame

  - Most likely your first impression in a conflict has a more neutral second impression – if you can just get there!
Leading with Confusion

• “I’m confused. How did we get to this place of anger? Let’s find another way.”

• “I am confused. Did we not have an agreement to do such and such?”

• “Help me understand how we can move away from this impasse to a place of positive movement.”

• I’m confused. I felt like we were connected and in agreement on this issue before. What has happened since we last spoke about it? Did something change your mind?”

Tip 5 – The Paradox of Control

• A paradox is a seemingly contradictory statement that may be true.

• The paradox of control means the more and harder I try to control you, the less and less of you I am in control of you.

• The common denominator of being human = control junkie

• We become less of who we are in the process

• Emotional manipulations to control others
Tip 6 - Look to the Misunderstanding

- People, in general, think they know THE TRUTH with a capital "T".
- If things do not go their way, they feel compelled to interrupt or point out an error in your reasoning.
- See the world in black or white – no grays or rainbows.
- In interpersonal communications...there is always – all ways – more than one truth!

Misunderstanding Allows

- The parties to start over and say what they meant to say in the way they meant to say it.
- What was heard may not be what was meant.
- Divorce yourself from the first reading of the conflict.
- You may have different views saying the same thing!
- Misunderstanding creates a wall.
- No one wins when the wall is in the way!
Tip 7 – Having a Blameless Relationship With Yourself

- A blameless relationship with ourselves begins with peeling the layers of onion.
- At our outer layer of exploration we discover that we have to peel further to get to the true meaning.
- Examining our self-talk helps us to see directly into our relationship with ourselves.
- Recording these conversations may help us see the effects of being raised in our families of origin.
- We can learn to cut the invisible apron strings that bind us to old patterns and behaviors.

Tip 8 – Avoiding Premature Forgiveness

- The first response of a peacemaker is to shut down in an conflict or disagreement
- Or work quickly to smooth it over
- Major problem in close or intimate relationships
- Act as if the most important thing is to re-establish harmony
- Happens at their and the others personal expense
- **Tick - Tick - Tick - Boom!!!**
Keep the Conversation Going

- The under-reactor needs to bite their lip from saying the usual “I forgive you’s”.
- And...keep the conversation going or take a break and agree to come back to the conversation when things have cooled.
- Say what you don’t like – words, behaviors and what you want to see different in the future.
- Share the responsibility of solving the problem by changing your behavior.
- Your needs are important, too.

Tip 9 – Put Down Your Dukes

- Getting angry, taking the offensive and attacking someone verbally is offensive and hurtful
- Competers are in your face with an over-reactive style
- Accommodators and Avoiders have an ultimate same result: Tick–Tick-Tick- Boom
- The best offense is a good defense
Is the Best Offense a Good Defense?

- Cumulative effects of defense over time...all the negative behaviors of defending
- Major source of damage to the people who matter most in your life – the ones you are suppose to be the closest
- All said and done – putting up your dukes as an attempt of cutting off communication – kills most relationships

What Causes This Defensiveness?

- We start out in Honeymoon (the Stages of Relationships) and are kissing up to each other.
- We move into Disillusion – real life come into play and the styles of communication, family origin issues, come to the front of the relationship
- Misery sets in – and the blame for the deception – you are not the prince or princess I started out with!
- This is when the “Four Agreements” come in – if we could only figure out what we really want.
- Opposites attracted – now are detractors.
Courageous People

- Courageous people make big efforts to be transparent
- Put their dukes down
- Create meaningful conversations
- Risk their ego for the possibility of creating a new life change – intimacy
- Intimacy is broken down to four interconnecting words: In – To – Me - See

Tip 9  Come on Now – Put Your Dukes Down

- Lead with your transparencies
- Take the Tips and use them daily
- Remain – hang in there – build your spiritual, emotional, psychological self
- Influence the potential change in the relationship by establishing the change in you
- No relationship is perfect – we all must work to get to better relationships
- It is a life long journey
Tip 10  Self-Fulfilling Prophecies

• What is the Life Script you are living?
• Listen to your words and pick it out.
• Change the inner dialogue to the positive outcomes you want in your life!
• Not to go limbic with yourself.
• How could this be played out differently using the tips?

Getting to... Collaboration = Win/Win

• Mutual Benefit
• Mutual Understanding
• Builds Mutual Trust
• Builds the Emotional Bank account (for future withdraws without bankruptcy)
Thanks and Blessings

Many blessings as you move through your life. It is yours to change and influence!

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