

"From the Art of Conflict Resolution to  
the Science of Conflict Resolution"

Gail Nugent & Marc Purchin

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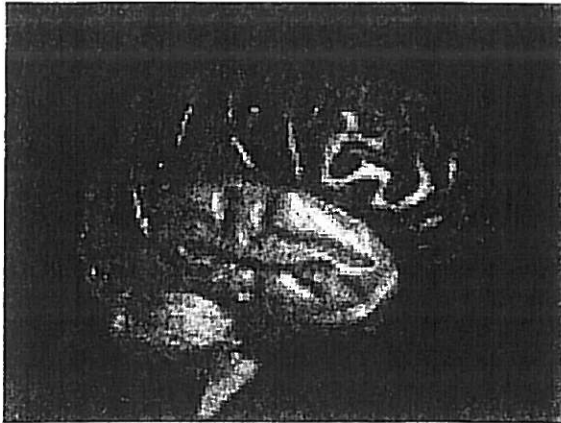
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Agenda

- Introductions
- Background
- "The Self"
- In order to assist others work through conflict we need to know what works for ourselves*
- Neofunction
- Emotional Intelligence (EI)
- "The Us"
- The Brain
- Intuition
- Ancestor Brains penchant toward negative
- Empathy
- Mirror Neurons
- Fear's Power
- Loss Aversion
- Face to Face is Best
- Questions
- WRAP UP

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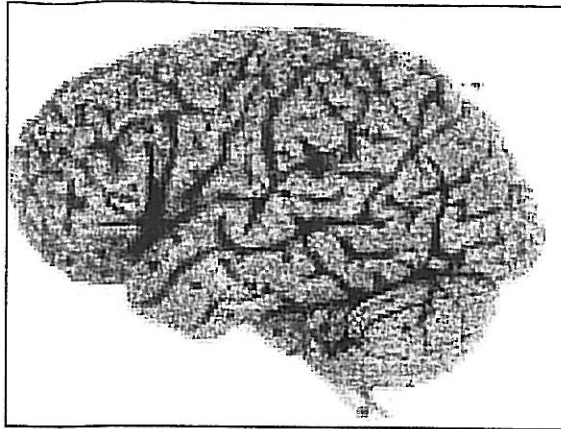
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**The Self ...How the Science can help us with the art**

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**Two parts to this section**

- o **Mindfulness**
- o **Emotional Intelligence**

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**Integrating mindfulness into our ordinary daily activities**

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- o Mindfulness is bringing awareness without judgment
- o Mindfulness is simple and that's what makes it so hard.

Source: UCLA Mindful Awareness Center

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**STOP Technique**

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S-stop  
 T-take a breath  
 O-observe (your feelings...what's going on with you)  
 P-proceed

- This can be used as a one minute meditation
- \*Great for the car...example traffic , can also be in a mediation when we are getting " pulled in" ...loosing that objectivity

Source: UCLA Mindful Awareness Center

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**Working with Difficult Emotions  
(our own emotions)**

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**RAIN Technique**

- o R-Recognize
- o A-Accept
- o I-Investigate (Turning into your own body to see what is coming up)
- o N- Not taking it so personally

Source: UCLA Mindful Awareness Center

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**SOBER Technique**

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S-Stop  
 O-Observe  
 B-Breathe  
 E-Expand (how will I feel after this action/behavior)  
 R-Respond Mindfully

Source: UCLA Mindful Awareness Center

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## Relationship Mindfulness

Paying attention to someone else without preparing what you are going to say ... (Mediators.. this is truly using our active listening techniques). Not evaluating after we speak (i.e. how we did, what we forgot to say, etc.)

Source: UCLA Mindful Awareness Center

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## Don't have to believe our thoughts

Positive mind ---- positive health

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## Emotional Intelligence

"Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships."

*From Working with Emotional Intelligence  
Daniel Goleman*

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Five Domains of Emotional Intelligence  
-Goleman

**1. Knowing one's emotions**

**Self Awareness**

- o **Emotional self-awareness:** Reading one's own emotions and recognizing their impact, using "gut sense" to guide decisions
- o **Accurate self-assessment:** Knowing one's strengths and limits
- o **Self-confidence:** A sound sense of one's self-worth and capabilities

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Five Domains of Emotional Intelligence

**2. Managing Emotions**

The ability of handling feelings so they are appropriate

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Five Domains of Emotional Intelligence

**3. Motivating Oneself**  
Marshalling emotions in the service of a goal

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**4. Recognizing emotions in others**

Empathy, social awareness

Understanding their perspective, and taking active interest in their concerns

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**5. Handling relationships**

The Skill in managing emotions in others.

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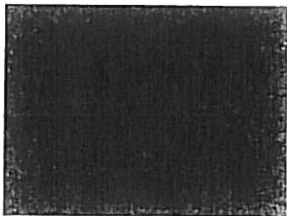
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Video



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