

Agreeing and Disagreeing in Peace

A method for resolving conflict in organizations through positive means.



IN THOUGHT

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| Accept conflict | 1. Acknowledge that differences of opinion are a normal part of life. |
| Affirm the truth | 2. Affirm that we can work through our differences to growth. See conflict as a symptom of what is missing in our understanding of others. |
| Commit to a process | 3. Examine where we are coming from and release our need to be right. Acknowledge all parties have needs and commit to a process to achieve a mutually satisfactory solution. |

IN ACTION

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| Go to the other . . . | 4. Go directly to those with whom we disagree. Avoid “behind the back” criticism. Refrain from gossip and “parking lot” conversations. |
| . . . in the spirit of humility | 5. Go in gentleness, patience and humility. Own up to our own part in the conflict instead of blaming others and acting as if others are responsible for how we are. |
| Be quick to listen | 6. Listen carefully, summarize and check out what is heard before responding. Seek as much to understand as to be understood. |
| Be slow to judge | 7. Suspend judgment about who is “right” and who is “wrong.” Avoid name-calling and threats. Act in a non-defensive, non-reactive way. |
| Be willing to negotiate | 8. Work through the disagreement constructively: <ul style="list-style-type: none">• Identify issues, interests and needs of both — rather than take positions.• Generate a variety of options for meeting both parties’ needs — rather than defending one’s own way.• Evaluate options by how they meet the needs and satisfy the interests of all sides — not just one side’s values.• Collaborate in working out a joint solution — so both sides gain, both grow, both learn from the experience and both win.• Cooperate with the emerging agreement — accept what is possible, not demand your ideal.• Reward each other for each step forward toward agreement — celebrate mutuality. |

IN BELIEF

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| Be steadfast in respect for people | 9. Be firm in commitment to seek a mutual solution. Be hard on issues, soft on people. |
| Be open to peace-making | 10. Be open to accepting skilled help. If we cannot reach agreement among ourselves, we will use those with gifts and training in mediation. |
| Trust the community | 11. Trust the wisdom of the community (*). If we cannot reach agreement or experience reconciliation, we will seek assistance from others. <ul style="list-style-type: none">• In one-to-one or small group disputes, this may mean allowing others to arbitrate.• This may mean allowing others to help negotiate, arbitrate or implement democratic decision-making processes, insuring that they are done in the spirit of these guidelines, and abiding by whatever decision is made. |
| Be committed to partnership | 12. Believe in and rely on the wholeness of the community. Strive toward peace, productivity, partnership and teamwork. |

(*) Community is any working group (company, organization, agency, club or other group).