

READER'S GUIDE

*Getting to Resolution:
Turning Conflict into Collaboration*

By Stewart Levine

Everyone wants resolution to their conflicts. Levine challenges us to use values, practices and process to make that happen in positive ways. The intention of this Reader's Guide is to stimulate thinking and personal practice at all levels — personal, family, work, community — as we acknowledge Conflict Resolution Month in October 2011. www.conflictresolutionmonth.org

Use the following questions and the questions at the end of each chapter to enhance your reading and to reflect on your own approach to conflict resolution.



Personal Practice

Levine offers “10 Principles of Resolutionary Thinking” in Part III.

Which of these principles do you already practice? Which are challenges for you? What might be the results of implementing all of them?

Family Interactions

How much time do you spend really listening to the other person? Do you hear their hurts, concerns, and underlying truth using empathic listening? What are ways you can be a better listener?

Work Interactions

Levine uses the term “intrapreneur” on page 127 to describe a work dynamic that allows fresh, creative thinking and interactions that promote growth within the work organization. What aspects of this type of thinking would benefit your colleagues and your workplace?

Community and Political Interactions

There is a discussion of Return on Investment (ROI) in Chapter 2. What is the cost of adversarial thinking versus “Resolutionary Thinking” in our communities and political structure? How do individuals and communities benefit from either type of thinking and practice? How do we build “statesmanship” into our political structures? How does this apply to current community issues such as immigration, education, health, and fiscal policy? What are the implications for leadership in this book?

General Practice

- Levine suggests, on page 115, that we “think of a fair resolution for everyone”. Try this attitude in your next conflict and see what happens. Chapter 20 suggests that good agreements are actually prevention strategies; how can you craft “Agreement for Results” in all areas of your life?
- Review the 9 steps of the “Completion Process” in Chapter 18. Discuss the important components of each step. What are ways you can implement the process to benefit your relationships?
- At differing times, we all need assistance in resolutionary thinking. When do you need to bring in a professional to help you move forward rather than stay stuck? What professionals do you know that exhibit the qualities he suggested on page 222?

The guiding question for *Getting to Resolution* is:

**HOW DO WE WORK WITH EACH OTHER IN A COLLABORATIVE WAY
RATHER THAN AN ADVERSARIAL WAY?**



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