



Conflict Resolution in the Workplace

- In our nation today we are experiencing unparalleled divide: politics, religion, race, gender, economics, law enforcement vs. communities, and a widening generational gap just to name a few. Add to it the most contentious election year we have ever experienced and what you have is the perfect storm. We are witnessing ugly confrontations on social media, and mounting conflicts with our families, friends, coworkers, neighbors, and even church members. This has given rise to spiking occurrences of violence, addiction, domestic disturbances, and child abuse, which in turn has led to epidemic levels of overdose, suicide, accidental death, and homicide. And our kids are watching and learning. So what is the answer?
- In this workshop you will learn the process which I teach bringing rival prison gangs together in maximum-security prisons. If it can work there, and it does, then maybe it can work in the free world as well. Now Kit is teaching these principles in schools, corporations, churches, and government agencies as well. We all need help resolving conflict in a world gone mad.
- These principles were born out of my experience working with some of the most intense opponents in very dangerous environments, even in maximum-security prisons with rival gangs. I use the words opponent, rival, adversary, and enemy because of the men I teach and the places where they live. These principles work with family, friends, coworkers, neighbors, superiors, subordinates, and whomever else you experience conflict with because they are founded on timeless, universal laws and principles. However, they only work if you practice them.
- I will begin each section teaching the principle, then I'll share a powerful story that takes away excuses; followed by a question regarding how you learned to deal with conflict early in life. Then I'll share from my personal journey and leave you with a

friendly challenge and a practical takeaway. Each section will have time for questions and discussion.

- Please take notes and be prepared to share, this is an interactive four-hour workshop.

Introduction

- The Story of “Roots.”
- Slide show illustrating the impact of these principles. These men and women take away our excuses.
- Discuss the differences between these conflict management strategies: **Denial, Avoidance, Resistance, and Instigation.**
- How would you describe your personal style of managing conflict?
- Bring to mind a recent conflict you have experienced in your personal or professional life. Please share if it's appropriate, and please don't mention names.

The Fascinating World of Uncle G.

- There's a reason we process things the way that we do: **Our Unique Lens**
- Basic brain science and how to win the mental battle
- The Original Google, the Original GPS, and the Original Gangster
- He's a Learning Machine, Storyteller, Dealer & Junkie
- The Three Amigos

The Powerful Pull of a Daring Dream.

- There's a reason some things grab our hearts, and some don't: **Unique Frequency**
- Basic Energy Principles
- The Big Thing Always Pulls the Small Thing
- Protect the Dream
- Conflict and Burn Out-- **Pushing vs. Pulling and Stress vs. Eustress**

The Seven Power of Peace Principles

1) Seek First to Understand Your Opponent.

- Story: [The Young Imam](#)
- Question: “How was conflict dealt with in your family when you were growing up?”
[Uncle G Learned...](#)
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Think of someone in your life who you have a hard time getting along with. What path might have led them to where they are today? Ask them to share about something they are passionate about. Get into their world. **Practice Principle #1**
- Takeaway: Become the other. “[I see you; I feel you; I got you.](#)” Powerful Mantras.
- Questions or Comments

2) Find Common Ground with Your Adversary.

- Story: [Chava’s Field](#)
- Question: “Who in your family was most likely to initiate conflict?”
[Uncle G Learned...](#)
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Think of someone in your life who you have little or nothing in common with. Find something you have in common with that person and share it with them. **Practice Principle #2**
- Takeaway: We have much more in common than what separates us. Look for similarities; we find what we look for.
- Questions or Comments

3) Walk a Mile in Your Rival's Shoes Before You Judge Them.

- Story: [My Daughter and the Protests](#)
- Question: "Whose job was it to sweep disagreements under the carpet?"
[Uncle G Learned...](#)
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Think of a teenager or young adult you have in your life. Put yourself in their shoes and ask them to share what it feels like to be young in this crazy world. **Practice Principle #3**
- Takeaway: Judgment and criticism typically happen at a distance, while compassion and acceptance happen up close and personal. Get close enough to really see them.
- Questions or Comments

4) Practice Active Listening and Pause Before Responding.

- Story: [My Mistake with the Crips](#)
- Question: "Did anyone use substances to deal with stress, anxiety, or tension?"
[Uncle G Learned...](#)
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: In the next conversation you have pay attention, and be actively involved with eye contact, body language, non-verbal cues, and words of affirmation. Study your subject. **Practice Principle #4**
- Takeaway: Pay attention when someone lets you into their world. Become an expert in the other person's position.
- Questions or Comments

5) Practice Deliberate Communication and Use Your Influence for Peace.

- Story: **Andre and the Situation**
- Question: “Who in your family avoided conflict to their own detriment?”
Uncle G Learned...
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Think of someone who is a difficult relationship for you. Reach out to them and encourage them with a word of encouragement or support with a call, text, email, or note. Be intentional and very deliberate. **Practice Principle #5**
- Takeaway: Every word you speak carries potential and creative power. Use your ten to twenty thousand words today to create the life that you desire.
- Questions or Comments

6) When Wrong Promptly Admit It and Quickly Make Amends.

- Story: **The Enforcer’s Change of Mind**
- Question: “Whose job was it to placate your angry family members?”
Uncle G Learned...
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Bring to mind someone you have an unresolved conflict with. Reach out to them and offer a sincere apology or offer them forgiveness. This takes humility. **Practice Principle #6**
- Takeaway: Admitting weakness or accepting blame is not a weak strategy. It will build credibility with the other and give you a better chance of winning them over to your position. Humility is a powerful energy state.
- Questions or Comments

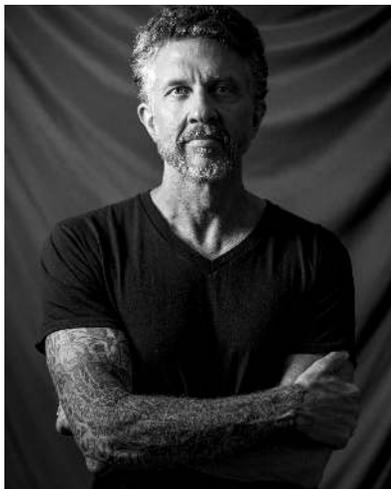
7) Treat Your Enemy with Dignity and Respect Especially When You Disagree.

- Story: **Trapped in a Van in Tijuana**

- Question: “Which of these principles are going to be the biggest challenge for you and why?” **Uncle G Learned...**
- Personal experience and real-world conflict resolution behind the wire.
- Challenge: Think of someone who you have a difficult relationship with, and someone you have a hard time respecting. Go out of your way today to show them respect today. Get creative and surprise them and watch your energy shift.
Practice Principle #7
- Takeaway: Respect is about my standards and is not based on how I am treated. Treat your opponent respectfully, and even if you disagree, you leave the door open for future dialogue.
- Questions or Comments

Closing

- Name three big take-aways that you will put into practice from this workshop and share them with the group. Remember these only work if and when they are practiced!
- Choose one difficult relationship you will begin practicing these principles with. Test and approve them and make them your own!



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