



STAR ALLIANCE™
FOUNDATION
Good Will-Wisdom Values Education for All
• Since 1985 •

• **CCRTT™** •
THE STAR ALLIANCE
***CREATIVE CONFLICT RESOLUTION &
TRANSFORMATION TECHNIQUE™***
AKA
Argument Disarmament Technique!

• ***First-Step-Direction-Check™ for Good Will -
Wisdom Values • Toward Better Outcomes for All •***

INTRODUCTION:

A degree of conflict from time to time is a natural part of life. Differing interests, cultures, and tastes — and the seemingly infinite practical scenarios life offers — are the price of living in diverse societies: from families of origin to the magnificent variety of the whole world.

We all know that low-level conflicts are experienced frequently even among members of the same natural affinity groups. But intense and enduring conflicts involving lasting harms — especially those among historical enemies, enduring for generations — are clearly unsafe, unhealthy, undesirable, and costly; destructive of prosperity and quality of life for both immediate participants and the greater societies.

• ***Good Luck to Everyone of Good Will! •***
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But when managed skillfully for effective resolution and transformation, a disagreement or conflict can actually become a powerful engine for creative growth — a stimulus toward greater health and more productive, happy, *sustainable* relationships and societies for all.

Holding the intention of *Good will*, regardless of the details — literally: *willing for good outcomes (preferably for everyone)* — helps generate greater assumption of appropriate responsibilities by each party. It also helps stimulate the perception of self-interest in fair, lasting resolutions and forgiveness — all key criteria for true transformation of the relationships themselves.

For good will to be sustainable — and to optimize productive results — a whole set of values *related* to good will must also be learned and honored, or it can quickly be lost. Please see the STAR ALLIANCE *Declaration of Highest Civic Ideals (presented as a series of three for adults and two for children)*, and the pledges and other educational support documents posted at our website: www.STARALLIANCE.org.)

With this learning, commitment, and attitude — and under the right conditions (Please read on.) many uncomfortable situations can be successfully transformed. To aid this process, first try including as many relevant parties as possible in a simultaneous discussion. Most especially, try *not* to *exclude* from the discussion — or unduly “label” and pre-judge — the very subject/s of greatest controversy. Unfortunately this mistake is often made, which encourages isolation and endless speculation, gossip, delays, and social fracture.

Once assembled, plan ahead to recite the *First-Step-Direction-Check CCRTT — Creative Conflict Resolution & Transformation Technique*, starting on page 6 (Brief), and 8 (Expanded).

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IMPORTANT PRECAUTIONS:

I: Skillful words can be hardest to remember when you need them most! Obviously, it is very easy to get flustered or otherwise upset and forget everything under the pressure of a disagreement! Therefore: It is wise to keep the exact words of the *CCRTT* handy in your mobile device or wallet.

Practice ahead of time, and memorize the words if you can, *off conflict!* • If all else fails, just try reminding yourself and everyone: **“HEY! REMEMBER? LET’S KEEP OUR GOOD WILL HIGH!”**

II: If ANY drugs, alcohol, or extreme fatigue are present within any party, please realize and acknowledge that these factors are, quite literally *mind-altering*, by their very nature. So if any of these mental inhibitors are present, wait for another day.

In the meantime, if possible: Put some healthy distance between yourself and the other conflicted parties until conditions improve.

People under-the-influence often *feel* they are capable of thinking and acting clearly. They may sincerely *believe* they have all their faculties about them. But in reality, they simply do not. Yet as critical as this point is, many people have a hard time “*getting*” or *accepting and remembering* this fact fully and clearly.

Meanwhile, an *illusion* of normality wastes precious time and exposes everyone involved to danger. The illusion of normality does great damage while people are trying to understand and resolve serious and

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complex issues. Those *under the influence* can argue up a virtual storm! But chances are a day later, they may not even remember a word, or at least many important details.

Meanwhile, sloppy perceptions and thinking, exaggerated emotions, speech, and actions can all create great hurts, especially on the innocent. So: Delay wisely. Rest. Walk. Eat fresh food. *Transcend* the problem for a while with sleep and meditation. (Please see endnotes #2 for a great recommended technique.)

Encourage all other parties to do the same. And consider getting outside help. If possible, employ all of the above.

III: Disclaimer. The CCRTT technique, including these contextual ideas, will be a big help. But they are not a panacea or guaranteed to work. We must always respect *Murphy's Law*. (Please see more at *Public Warnings*, on our website.) Nevertheless: Approached with sincerity, and shared with all parties, this approach is almost certain to *help*, and the fundamental ideas and direction are extremely valuable — especially when great consequences hang in the balance.

OTHER TIPS:

1) Witnesses. Responsive, attentive, neutral third parties and/or recording devices can help a lot when attempting to resolve a conflict. Good *witness factors* can help lower the mental temperature. They tend to put everyone on notice for better behaviors, accountability to facts, rules, promises, etc..

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2) Taking notes. During an intense discussion, it can be very helpful to take *notes* rather than cutting off other the party(ies), who made need to express pent-up information and emotions in order to listen effectively to *your* points! Therefore, it is often better to wait until others have spoken fairly fully in the flow of the conversation. Then, when they are “done” and feel quite expressed and “heard;” the intensity of energy will typically subside (sometimes a lot!) and their receptivity will naturally rise. That is the time to refer to your notes and take your turn.

3) Fair-minded *mediators* can help balance things out a great deal and give opposing views adequate *airtime*, so to speak. There is a geometry to this, after all. Two vectors (directions of forceful expression) facing each other on a line, are bound to increase the “pressure” in the limited space between them, sometimes explosively. A third party literally spreads out the directions of attention into a triangular space, adding stability and a chance for greater calm.

4) Emotional and mental health issues are important to everybody, and must be respected, along with the effects of alcohol and/or drug use, habits of moral integrity, and people’s practical economic circumstances. All these must be taken into account in assessing the *ability* of each party to carry out their *responsibilities*, before, during, and after the discussion; and to follow through on promises made.

5) If a heated or otherwise difficult discussion has already begun, you may have to watch for an opportune moment to “jump in” and introduce the following technique.

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[Please see also: Expanded Version, Page 8.]

When you want to resolve a conflict peacefully, yet feel an explosive moment might come on fast (They often do.) — or perhaps you are already involved in an argument — yet both or *all* parties are 100% sober (and preferably not too tired) — then ask for a moment's patient silence.

After that, encourage both sides to take a few deep breaths without talking, and to leave the details of your disagreement or argument aside long enough to read or recite the following together, at a stately pace, in your most sincere and hopeful, even a cheerful manner, if possible.

Excuse me! Excuse me!... Before we continue...

Can we first agree, please: to proceed on the basis of self-and-mutual re-spect* and good will?* [* Literally: Looking back at one another; looking again, more closely; and *wishing for good!*]

[Continue]: Let us try communicating — calmly and honestly together — and really listen to each other with patience — SO THAT: Together we can generate mutual under-standing*, for co-operation, toward the best possible, fair, creative solutions and outcomes — for each and all of us?

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[*Understanding, literally = Having something solid under where we are standing together!]

NOW: STOP TALKING, AND PATIENTLY WAIT FOR AN ANSWER!

DO NOT BE AFRAID OF GOLDEN SILENCE AT THIS MOMENT!

• IF AND WHEN EACH AND ALL PARTICIPANTS CAN ANSWER YES!...AND REALLY MEAN IT, THEN:

Continue, on the basis of these refreshed, agreed values and principles!

Discuss everything as calmly as possible, toward the goal of lasting mutual harmony and success, that is.: a new agreement supporting genuine, sustainable peace, love, and happiness — with all the appropriate and promised *duties* upheld by each and all to their best abilities, perhaps with extra, proper support to do so!

Sustainable Peace and Love, Defined: Please note that “doing our best” to move toward and practice *all* the STAR ALLIANCE declared principles or *Highest Civic Ideals*, with due consistency and flexibility — in good balance and proportion to each life situation — *IS* the intention and action of genuine peace and love.

IF ANYONE SAYS NO:

...Or if there are just obviously unfair or otherwise inappropriately coercive circumstances present (These, of course, can manifest in different ways for different parties.) — then try to take a refreshing break, get outside help, refine the agreement/s, if necessary, and try your genuine best to **GET TO YES!**

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Both parties should request third-party assistance without undue delay or any sense of shame.

Try not to lose too much momentum! And pat yourselves on the back, even if nobody else will. It is already a big step of success simply to *acknowledge a conflict, directly and straightforwardly together.*

Then, by all means: *Re-schedule!* Don't give up! Try not to let an important issue just fade into the background again, unresolved, because it will probably pop up again later, unplanned, and possibly worse. That is not to say that time in-between cannot be very helpful, too. But not to excess!

Try again, in the spirit of that great old *Beatles'* song — *We Can Work It Out!*

Go for the whole of our *Highest Civic Ideals* applied to your specific situation. Try to get everyone involved in clearing away past mistakes and making way for lasting progress and joys:

Genuine, fulfilling, *sustainable love and peace, through responsible freedoms, creativity, productivity, growing prosperity, and with all that: Greater Happiness for All!*

IMPORTANT • PLEASE SEE ENDNOTES 1 & 2 BELOW.

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1. THE CCRTT • EXPANDED

**Excuse me! Excuse me! ... Before we continue: ...
Can we first agree, please, to aim together at some *StarPoints*™
— *Civic Principles and Ideals* we can hold in common, while we
discuss our differences?**

First let's agree to:

• Self-and-mutual respect and good will • Rested, calm, clear, steady awareness • Humility: [Let's all admit we can probably *learn* something from each other here, and find ways we can improve!] • Courage: To be Honest & full of Integrity — despite, or especially *because of* this conflict we're experiencing! • Fairness • Responsibility for Our Freedoms • Empathy and Compassion • Peaceful Behavior • Mutual Protections • Constructive, Productive, Restorative Justice • Forgiveness • & Especially: Providing for the needs of innocent children or disabled people affected; and for *our own basic needs!*

If we can really agree on *these* points of principle first — then we'll have a much better, more pleasant, and easier time of resolving this whole thing! *Right?*

***Let's Communicate, Cooperate, and Celebrate*™
*With Good Will & Integrity — for Creativity and Common Goals!***

[Based on Yes, or No, continue as suggested above.]

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ENDNOTE 2 of 2.

THE TRANSCENDENTAL MEDITATION TECHNIQUE

THE ORIGINAL STAR ALLIANCE highly recommends everyone to learn and practice the Transcendental Meditation technique, or T.M. for short. It is offered independently at <http://www.tm.org>.

This effortless, mental method is easy for anyone to learn and practice. It gracefully helps reduce harmful stress and increases one's chances to realize all the declared STAR ALLIANCE *Highest Civic Ideals* in more harmonious individual and community states and environments.

T.M. is by far the most *evidence-based* meditation method currently known. An ancient technique, it has accumulated an outstanding body of scientific research results over a span of more than fifty years. It facilitates *profound* conscious rest at will. It helps mind and body spontaneously and naturally to prevent and dissolve brain and body abnormalities daily, while stimulating and enhancing creative energy.

Regular practice of the Transcendental Meditation technique can provide remarkable refreshment for mind, body, and the whole social environment. It follows that TM helps prevent and dissolve conflictual energies! Yet the STAR ALLIANCE approach to principles and attitudes of good behavior, is important, too. Study, commitment, and habituation to *Our Highest Civic Ideals*, and regular practice of the TM technique, *combined*, we believe, are far more powerful for individual and social change, in better safety, fulfillment, and happiness, than either approach taken solely on its own.

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