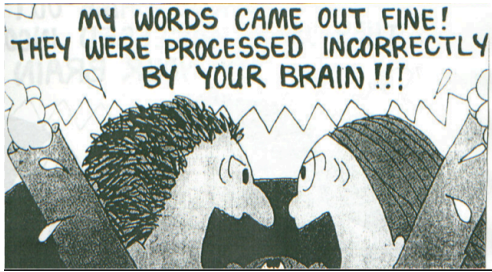


The Power of Peace-Making | שלום

1. The Nature of Conflict

- a. Conflict based in animosity
- b. Conflict based in miscommunication, disconnection, hidden assumptions



2. Transparent Communication | Reconnecting the Disconnect

- a. Active Listening and Mirroring - repeat until we hear each other
- b. Feedback Loops – clearing issues and upgrading understandings
 - i. Permission
 - ii. Feedback (NVC)
 - iii. Thank without Response
 - iv. Response only with Permission
- c. Exposing Hidden Assumptions
- d. Discovering Emotional Triggers
- e. Finding Common Ground

3. Path of Peacemaking

- a. Cultivate Peace Within (Manage Emotional Triggers)
- b. Good Message – Nonviolent Communication (“I statements”)
 - i. Observation
 - ii. Feeling
 - iii. Need
 - iv. Request
- c. Empathy: Truly hearing another, particularly the feelings behind the story, so the other feels truly received
- d. Unity – staying engaged until there is resolution and full connection

