



Genesis Mediation

creating peace at home and work

Senior Provider Information Network January 28, 2019

“Resolving Everyday Conflicts”
Dr. Randall Kinnison
Genesis Mediation

1. Creating Your Everyday Peace:

- 1.1. I will deepen my own peace by prayer or meditation.
- 1.2. I will talk TO people, not ABOUT them or AT them.
- 1.3. I will seek to understand before being understood.
- 1.4. I will create peace by my words and actions.
- 1.5. I will believe the best of others.
- 1.6. I will forgive.
- 1.7. I will teach others these behaviors.

2. Five Languages of Apology by Gary Chapman:

- 2.1. Expressing Regret - “I am sorry”
- 2.2. Accepting Responsibility - “I was wrong”
- 2.3. Making Restitution - “What can I do to make it right?”
- 2.4. Genuinely Seeking Change - “I’ll try not to do that again”
- 2.5. Requesting Forgiveness - “Will you forgive me?”

3. Conflict Styles - Which One are You? (Thomas-Kilmann Scale)

- 3.1. The Competitive Shark
- 3.2. The Avoiding Turtle
- 3.3. The Accommodating Teddy Bear
- 3.4. The Compromising Fox
- 3.5. The Collaborative Owl

4. Perspective, Context and Reaching for the Highest Common Denominator:

- 4.1. Understand where you live as well as others.
- 4.2. Understand the moment as well as the context.
- 4.3. Understand how to reach the highest common denominator.

5. Competing Interests and Reaching Resolution:

- 5.1. First, state your interest, not position.
- 5.2. Second, ask a question, not a statement, that invites a conversation to solve the problem.
- 5.3. Third, brainstorm options of how to solve the problem.
- 5.4. Fourth, negotiate the best option for ALL parties.
- 5.5. Fifth, make a SMART resolution and memorialize.:
 - 5.5.1. Specific
 - 5.5.2. Measurable
 - 5.5.3. Attainable
 - 5.5.4. Relative
 - 5.5.5. Time-Bound

6. Creating Your Peaceful Life:

- 6.1. Peace with your soul.
- 6.2. Peace with your significant other.
- 6.3. Peace with your family.
- 6.4. Peace with those at work.
- 6.5. Peace with your neighbors.
- 6.6. Peace in your city, state and nation.

Books	Trainings
<p>The Decision Tree of Aging available on the website/Amazon</p> <p>The Conflict Resolution Guide released by the end of February</p> <p>Books to Come:</p> <ul style="list-style-type: none">• Creating Your Peaceful Life• The Intentional Life <p>Products to Come:</p> <ul style="list-style-type: none">• DIY Divorce Help• The Genesis Performance System “GPS”• Creating a Profitable Practice Course	<ul style="list-style-type: none">• 40 Hour Basic Mediation Training• Advanced, Divorce, Business, Non-Profit and Eldercare Mediation Training• Sexual Harassment Training• One Day Conflict Management Training

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