

“Conflict Resolution in a Chaotic Reality”

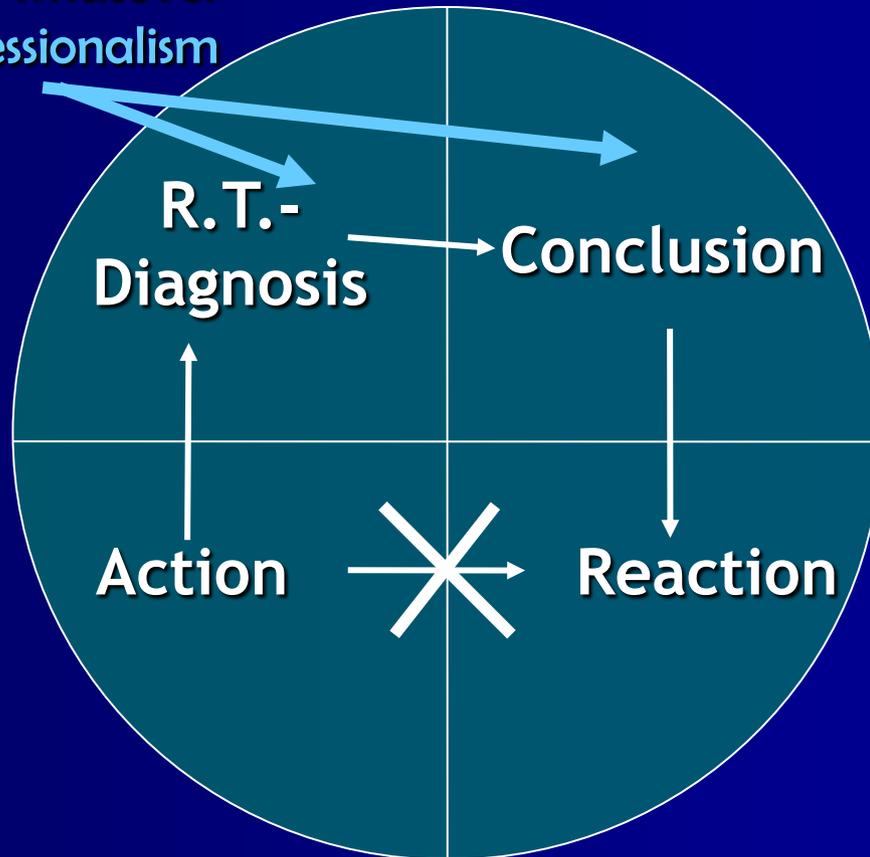
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Michael Tsur, Adv.



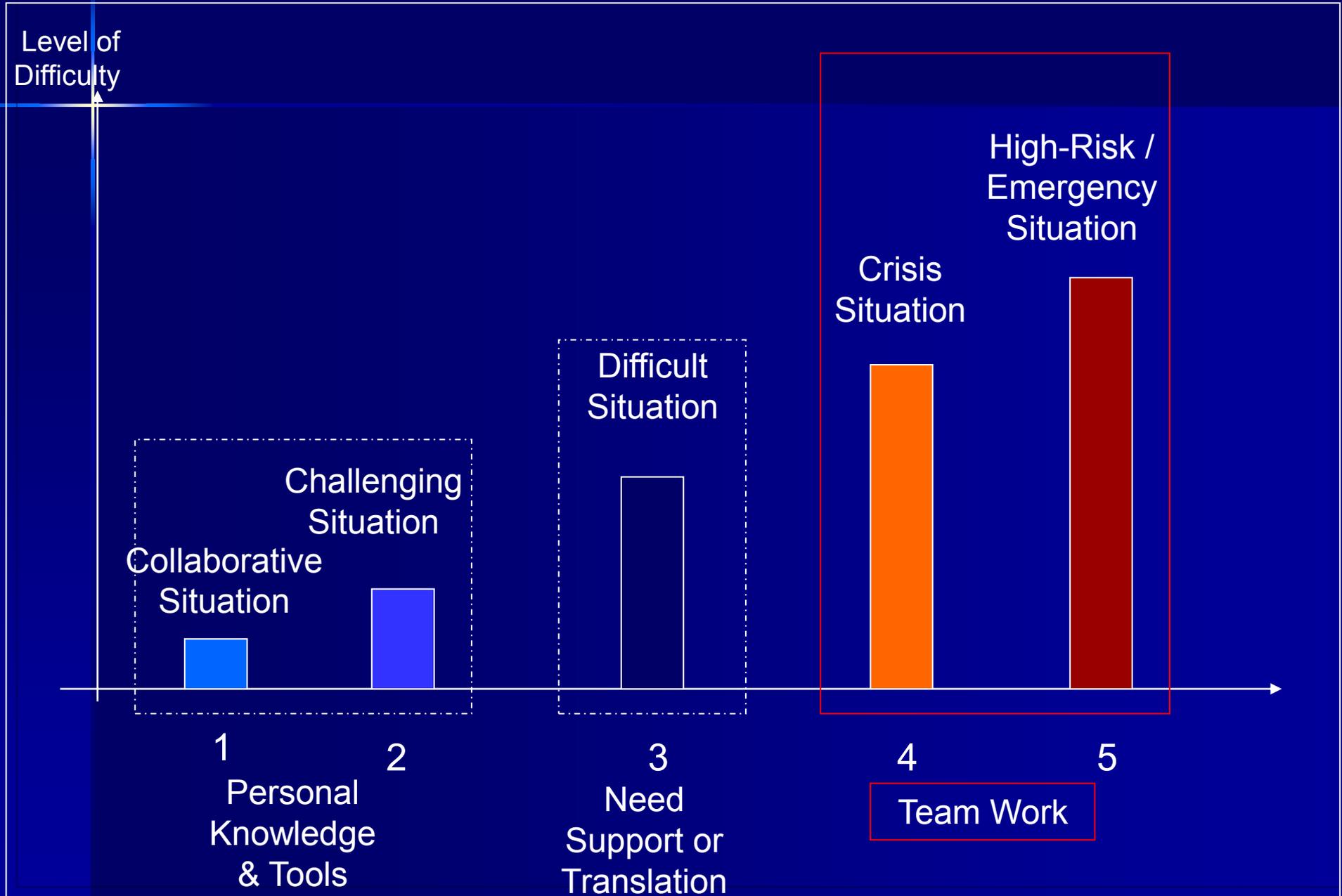
The Conflict Action-Reaction Cycle

The ability to validate whatever
said = professionalism



Conflict Resolution

5 Levels of Difficulty



'The Flat World Theory'



'A world without walls...'

(Bill Clinton, University of Tel-Aviv, 2001)



- Change in concepts of time and space in our lives. Meaning, distant events (time and place) impact us immediately and directly, more than ever. The physical distance is becoming less and less interrupting, and so is time.
 - (Prof. Anthony Giddens Toni Blair's mentor, *The Third Way*, 2002)

The New Reality



Approaching Conflict Situations

- Risk evaluation – what is my partner capable of
- Time – is it an advantage or disadvantage
- Communication – reduce distance
- Leverages – physical, psychological, emotional
- Mediator – Capable, Available, Reliable, **Effective**
- Demands v. Requests – how they are presented
- Costs – short-term and long term, precedent



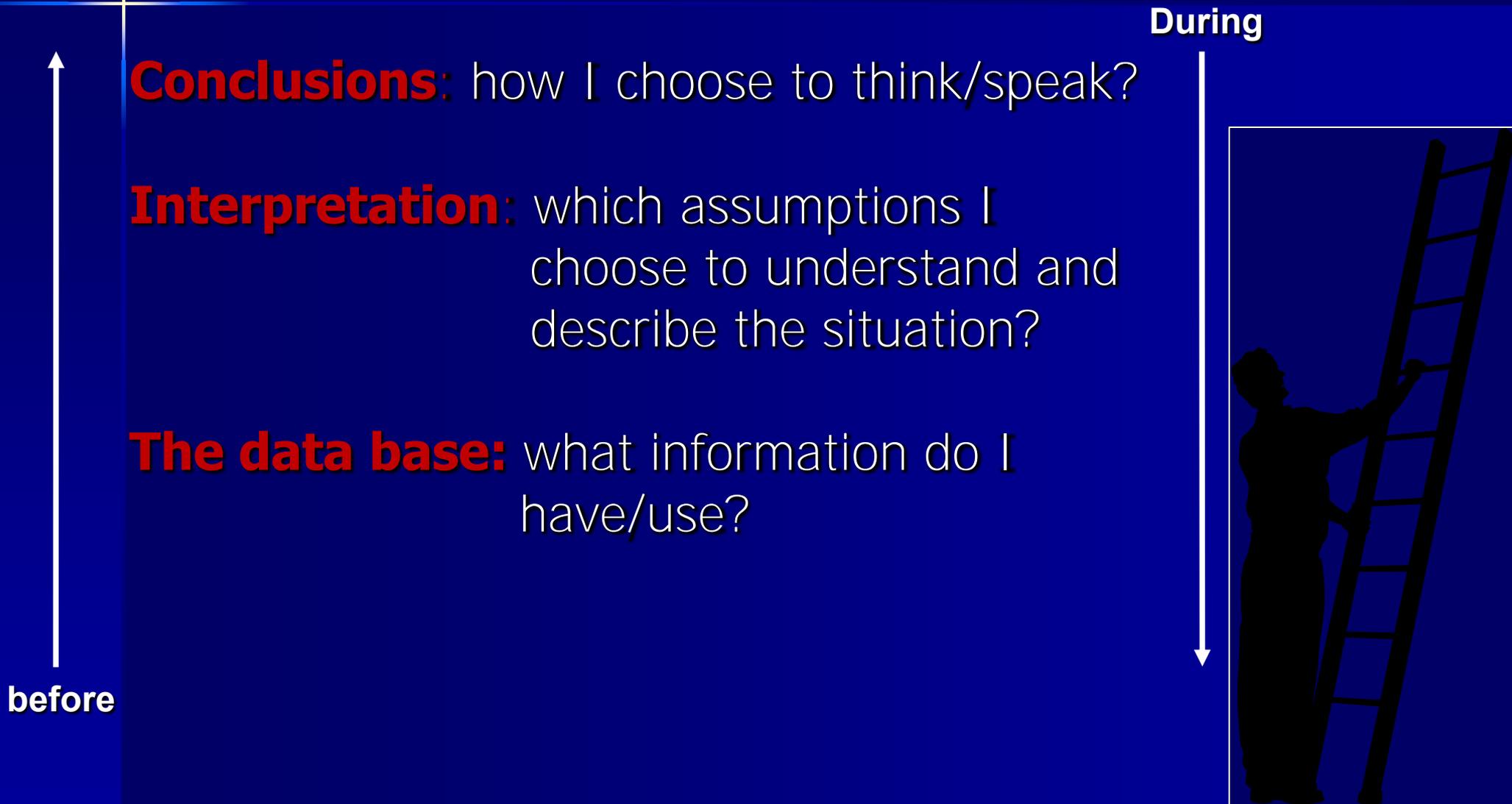
The Professional Task and Role

1. Creating the right atmosphere
 - effective and efficient communication
2. Clarifying that creativity is essential
 - the importance of agreeing vs. compromising
3. Moving to a joint venture way of thinking
 - working with the issues instead of against the issues
4. Long-term solution
 - from 'survival mode' to 'sustainable mode'

The Professional's Actions

1. Insuring that participants in the process are the ones with the mandate – **talking to the “right” person**
2. Make sure that the participants have the understanding and ability for future thinking
3. Establishing interim-agreements as trust building steps
4. Use the Art of Asking Questions – empowering and what-if...

The ladder of Inference



Why should we try to learn their side of the story?

- Collect valuable information - **expand “the pool of data”**
- The main path to understanding the mind set of the other side
- From the data, we can identify leverages - needs and possible changes in the situation
- Encourage the other side to listen
- Build trust

Why Adapt Conflict Resolution Methods for the legal, commercial and business world?

The legal arena is a battle field, so usually we escalate conflict situations, even when unnecessary.

In business, we see the reality as a zero-sum game, so we tend to play power-based games or bargain.

Commercial negotiation is approached with high levels of suspicion, so the smallest mistake or misunderstanding might jeopardize the whole deal.

Conflict resolution

Conflict resolution is about constant data gathering and learning, in order to handle and direct the **energy**, in a way that enables us to manage ourselves, and the situation without unneeded escalation and waste of assets.

Conclusion

The world in the 21st century is high-tech driven.

The individual is greatly empowered by the amount of data and knowledge, so conflicts are more common.

Conflict resolution is relationship based and all about interpersonal communication

As responsibility grows it is essential to learn, know, practice and perform the approaches and tools of the conflict resolution field

In Conflict Resolution
the outcome is a by-product
of the process

Awareness Knowledge Ability