


Conflicts? A hero's journey!

Resistance often occurs in negative (non)verbal communication: "I don't want that", "Never in my life", "What a crap". These 'demons' actually tell us what they want, but in negative statements. So, even when being said in a negative way, resistance has a positive intention. You can bring good intentions to the surface by making contact using the primary question: "So, that bad thing [...] is what you don't want, all right. And, what is it that you do want?"

To accomplish something in a flexible goal oriented way you have three resources in you, in the form of archetypical heroes:

WARRIOR	MOTHER	CHILD
 <p data-bbox="327 1153 438 1198">Strength Courage</p>	 <p data-bbox="710 1153 877 1198">Compassion Feelings</p>	 <p data-bbox="1141 1153 1276 1198">Humour Flexibility</p>

On your journey you will encounter situations that have a need for heroes, so take care that they are ready to serve you at all times. The secret of effectiveness lays hidden in the ability to enable your heroes. Our goal is to learn how to keep them available.

Strength

(++) When one only works with strength as a resource it has forcing as a result, one may accomplish his goal, but at the expense of contact and atmosphere. It does not occur very often, but participants may get so close to your allergy that a group leader gets angry (unintended). Before it comes that far, you have already forgotten all your other heroes. Realise this in an early stage.

(--) When one lets courage and strength go as a resource, one allows that the other one takes the lead. The other decides what happens, and you will follow full of humour and compassion. This can lead to either cover-up or denial. It might appear good for the atmosphere, but are the goals being accomplished? Does the contract stay mutual?

Compassion

(++) To work only with feelings as a resource has a cover-up as a consequence. One has such an imagination in the other person that one's goals are getting inferior. One follows, covering-up for the other (with or without frustration about the fact that the other is not willing to cooperate). Over-concerned group leaders accommodating in conflicts of the participants or trying to understand the other completely, are characteristics of an emotional resource.

(--) when one let 'feeling' go as a resource, it causes a process of toughening. The other has to follow, or one avoids the situation, one is not open for suggestions. Humour tends



to turn to cynicism which tends to work undermining. This will lead to forcing or avoiding. For group leaders this is a non-productive combination. An atmosphere is created where people are trying to get even with one another, or avoiding each other, instead of being focussed on having fun and learning from each other in an open setting.

Humour

(++) to work only with flexibility as a resource has avoiding and inconsistent behaviour as a consequence. The naughty child, who gets away joking, is not a commodity in the staff.

(--) when one lets humour go as a resource, the flexibility and creativity is gone. With fights as a result. Suggestions are no longer acceptable. This will lead to cover-up, confronting or forcing. Uncompromising or formal behaviour occurs occasionally.