

Advanced Conflict Management

Compassionate Conflict Management (CCM) is an evidence-based approach to preventing and addressing destructive conflict. CCM is derived from the Integrative Conflict Management Model (ICM²). Some of the elements that make up CCM are provided below.

The Integrative Conflict Management Model

Developed more than a decade ago, the ICM² is built around an in-depth understanding of human relationships, the need for personal, family, community, institutional, and organizational power; and strategies for management and resolution of conflict through the application of appropriate and healthy forms of power.

Compassion

Compassion is defined as a motivation consisting of five elements:¹

- Recognizing suffering.²
- Understanding the universality of human suffering.
- Consideration (emotional and or mental) for the person suffering.
- Tolerating uncomfortable feelings.
- Motivation to act/acting to alleviate suffering.

The Five Bodies Model

Five manifestations or “bodies” are used to describe individual and collective human existence. The bodies are the: physical • emotional • mental • situational (environment) • transpersonal. This is a “whole person” approach that facilitates more understanding and greater success in managing unhealthy conflict.

The Universal Field and Construct

We construct our experience of reality from the rich and complex field of information impacting our existence. Recognizing and working with the unique constructs of those in conflict helps CCM practitioners bridge and reconcile differing world views.



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Affect Regulation Systems

Developed by Dr. Paul Gilbert at the University of Derby (UK), these systems are:

Drive: An incentive and resource-seeking system.

Soothing: A comforting and contentment system.

Threat: An impending danger and self-protection system.

The Karpman Drama Triangle

The drama triangle is a psychological model of human interaction developed as part of transactional analysis (TA) and was first described by Stephen Karpman, MD, in 1968. It provides insights and responses when people assume any or all of three rolls: victim, persecutor, and rescuer.

Power Dynamics

Compassionate Conflict Managements includes a proficiency in working with interpersonal power dynamics defined in depth in the ICM².

Crisis Management

CCM provides an understanding of the manifestation of interpersonal and group conflict crises.

The Objectification Action Process

Unhealthy conflict can lead to objectifying and applying negative power to others (e.g., demeaning, invalidating, discounting, ignoring, disrespecting, etc.) . CCM provides understanding and skills to effectively respond to this process.

Notes:

1. Strauss, C., Taylor, B.L., Gu, J., Kuyken, W., Baer, R., Jones, F. & Cavanagh, K., What is Compassion and How Can We Measure it? A Review of Definitions and Measures, *Clinical Psychology Review* (2016), doi:10.1016/j.cpr.2016.05.004
2. DeSteno, D. (2015). Compassion and altruism: How our minds determine who is worthy of help. *Current Opinion in Behavioral Sciences*, 3, 80–83. <http://dx.doi.org/10.1016/j.cobeha.2015.02.002>; Goetz, J. L., Keltner, D., & Simon-Thomas, E. (2010). Compassion: An evolutionary analysis and empirical review. *Psychological Bulletin* 136, 351–374. <http://dx.doi.org/10.1037/a0018807>

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