



Bringing the Human  
Issues to the Table.

## OCTOBER UPDATES



the first time.

October is here, and with it comes a change in the seasons. This focus on change and renewal is the perfect time to reflect on how the Center for Understanding in Conflict has grown and adapted to the need for novel ways to approach conflict between people beyond the traditional bounds of conflict resolution professionals. Our latest online Basic Training, which concluded last month, demonstrated that the Understanding-Based Model is in demand beyond the courtroom, as the number of attendees from workplace mediation programs exceeded those from the legal realm for

At the end of the month, our next group of fantastic teachers will graduate and move deeper into personal, professional, and practitioner-centered opportunities to make a difference in bringing parties in conflict together across an ever-widening field of mediation services across the world. Thank you to our program participants, CUC Connect Members, and ardent supporters who have helped bring the human issues to the table, wherever that table may be.

Katherine Miller  
Trainer

## BOOK REVIEW



**"Clear guidance on moving from a positional system to one directed by interests make *Getting to Yes* required reading for anyone looking to move parties forward by shifting the focus through interest-based negotiation."**



## Getting to Yes: Negotiating Agreement Without Giving In, by Roger Fisher and William Ury

Review by Katherine Miller

Getting to Yes: Negotiating Agreement Without Giving In, by Roger Fisher and William Ury, was first published in 1981 and is a classic for anyone in a negotiation, whether in the personal, professional, or legal arena. Now over 40 years old, this revised edition features additional insight from Bruce Patton for contemporary readers.

Required reading for business and legal negotiators for generations, Getting to Yes provides practical examples and logical steps for negotiating terms between parties utilizing "interest-based negotiation," among other principles. Through a "principled negotiation" framework, two or more parties work together to address mutual interests with creative, objectively fair solutions that move from the standard adversarial negotiation approach with explanations about why an interest-based approach leads to more desirable outcomes. Lessons are easily understood and built on existing negotiation skills through step-by-step guidance on finding a mutually beneficial solution that helps both parties while preserving relationships for future negotiations.

[Read More](#)

Do you know of a good book on conflict resolution and mediation or would you like to review one for our readers?

**"Using the power of understanding at each turn provides the potential to find results that respond to what people care about, leading to agreements they can commit to that make sense."**



## FEATURE ARTICLE

# Adversaries Into Allies: Finding a Way Forward When Opposing Forces Collide



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## Adversaries Into Allies: Finding a Way Forward When Opposing Forces Collide

By Ivan Alter

The battle lines of negotiation have been evident since the beginning of trade and the advent of the judicial system. Two parties come to the table seeking a specific outcome or settlement, which are often incompatible as neither is willing to budge from their position. The tension created by these two immovable forces can seem impossible to overcome when neither party is willing to concede their determination to get what they came for, even if it works against them in the long run. Mediators often arrive at this point to help one side or the other see reason; that is the case in the traditional conflict resolution paradigm. After all, the nature of 'contesting' reasons that there can only be one winner and, by default, the minting of a loser.

Through the Understanding-Based Model, there is an alternative path that encourages both parties to explore their interests or reasons why they hold so strongly the contested outcomes that lie beneath the surface. Now, two forces previously in opposition are motivated to find a way to work together out of mutual self-interest.

[Read More](#)



All conflicts, by definition, are **filled with tension** from the presence of differences.

.....  
In our approach to helping people go through conflict, rather than avoid it, **it is necessary to go into the differences** and not try to make them go away.



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in Conflict

## UPCOMING PROGRAMS

Working Creatively with Conflict  
40-Hour Basic Mediation and Conflict Resolution Training

~~ WAITLIST OPEN ~~

TRAINING

# Working Creatively with Conflict

40-Hour Conflict Resolution  
and Mediation Training



November 2-6, 2022  
Green Gulch, California

THE CENTER FOR  
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in Conflict

## Our flagship experiential certificate training program centered around the Understanding-Based Model.

- Commonly adopted for use in legal, professional, and mediation practice.
- Topics covered Include Positive Neutrality, the Loop of Understanding, Creative Options, and Building a Foundation for the Future
- CA and NY CLE Eligible

2023 Dates Now Available

This hands-on in-person training features briefings on the core skills of the Understanding Based Approach, followed by lively demonstrations and role-plays, all of which immerse participants in the learning.

Realistic simulations, in which participants work through mediations from beginning to end, with coaching from our teachers, offer participants the chance to hone their skills and experience the emotional challenges faced by parties in dispute. Participants describe these different learning modes and their interplay as enjoyable, engaging, and rewarding.

[REGISTER](#)

WEBINARS

WEBINAR

## INTEREST-BASED NEGOTIATION:

Exploring Interests to Identify  
Opportunities for Compromise



**October 20th, 2022**  
**12PM PST / 3PM EST**  
Online

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in Conflict

Interest-based negotiation is at the heart of leveraging the Understanding-Based Model to help those in conflict reach a mutually beneficial outcome. However, guiding people to look beyond their positions and see what matters to them can be challenging for even the most experienced conflict resolution professional.

Being asked to go deeper and understand the root of why interests matter can be challenging to those entrenched in the emotions, history, and desired outcomes surrounding the circumstances of the conflict. To facilitate a fruitful conversation, we must help people understand their needs and motivations in a way that honors the strength of their feelings.

What questions do we ask as conflict professionals? How do we help people who seem stuck in their positions and reframe interests in ways that don't feel diluted or incomplete to the party?

Join Katherine Miller and Ivan Alter on October 20th to learn how to approach these challenging yet fundamental questions.

[REGISTER HERE](#)

It is natural to surround ourselves with like-minded people while avoiding the discomfort and tension that comes when we engage with those with beliefs and opinions contrary to ours. These days pumping gas or going to the grocery store can put us on the defensive, not to mention talking with relatives at the



WEBINAR

## Climate of Conflict: Common Ground to Constructive Conversation in an Increasingly Divided World



November 16, 2022  
12PM PST / 3PM EST  
Online



dinner table or co-workers around the water cooler.

The problem with this avoidance is that we rob ourselves and others of increasing the richness of our lives through lost, meaningful connections.

[Learn More](#)

WEBINAR

## Internal Experience: Understanding Ourselves to Authentically Connect Clients to Each Other



December 15, 2022  
12PM PST / 3PM EST  
Online



Using our inner experience in the presence of conflict and unblocking ourselves from parties can open channels of communication that help parties understand their problem at a deeper level.

Reactions to clients and their situations are essential to our relative effectiveness with them. Stories that clients bring into the room, filled with pain, frustration, anger, hope, and desire, can cause unconscious reactions that remind mediators of their own life.

[Learn More](#)





"We want **everything to be understood** that may be important to the parties in resolving their differences...

...from how we will work together, to the true nature of the conflict in which the parties are enmeshed, where it came from, how it grew, and **how they might free themselves from it.**"



Support the Center for Understanding in Conflict with a CUC Connect Membership and enjoy free interactive webinars, training discounts, and more!

- Members have **access to a year of webinars** covering professional development, hot-button issues for practitioners, and interviews with leading minds.
- CUC Connect is for those **looking for continuing support** as they master the art of turning the emotions they've always avoided into a path to professional effectiveness, ultimately leading to better outcomes to finding resolution between those in conflict.
- The support of like-minded professionals will **equip and encourage you to keep parties together** in the room while continuing to practice staying vulnerable to the emotions at the heart of a conflict.

You'll find a sustaining professional home in CUC Connect.

LEARN MORE



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with



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