

**WORKPLACE
SOLUTIONS
NORTHWEST**

Power, Conflict and Repair
Right Use of Power Global Conference
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Objectives

Today we will explore:

- Self-regulation using self-compassion skills in conflict;
- The common humanity behind misuse and abuse of power;
- Reframing conflict with another by cultivating a compassionate mindset; and
- Using the RUP repair process (or adapted process) with connection, understanding and respect

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Background: the RUP way

Right Use of Power (RUP) teaches us a few things about managing conflict, such as:

- There are three kinds of power: personal, role and status power
- Each of us has a responsibility to use our power accountably and for the benefit of others;
- Approach conflict with compassion, heart, understanding and humility; and
- The person in the “up” power role has 150% of the responsibility for resolving conflict.

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How do you resolve conflict with people who haven't been trained in this method?

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Repairing with others

- Self-Regulation
- "Just like me"
- Asking permission & listening to the answers

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Emotion Regulation Systems

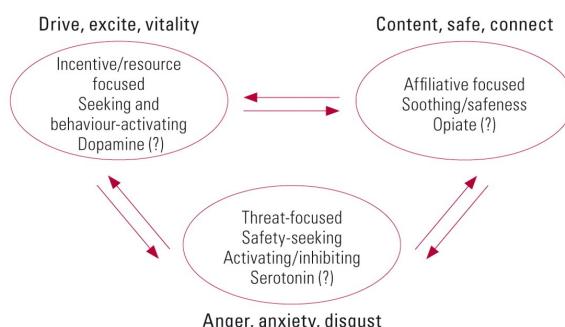


FIG 1 Affect regulation systems. From Gilbert (2005a), with permission of Routledge.

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Salience

Our brains are hard wired in a way that allows certain experiences to stand out; in particular, threat, joy and novelty

Sood A, Jones DT. On mind wandering, attention, brain networks, and meditation. *Explore (NY)*. 2013 May-Jun;9(3):136-41.

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Typical responses to threats

- Rumination
- Isolation
- Self-criticism

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Practice – Self Regulation

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Unmet Needs & Misuse/Abuse of Power

See Handout

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Shame, Trauma and Conflict

- Anger and Fear often have a thread of shame running through them
- An unexpectedly angry response to a situation could mean there was a shame reaction running under the anger
- People with trauma wounds are focused on staying safe, and their reactions might be fear-based but look a lot like anger
- Depending on the behavior, you might decide not to try to repair – use your own judgement!

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“Just Like Me” Practice

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RUP Repair Process

- Acknowledgement: listen to the other's experience; validate, acknowledge
- Ask if they want to know your intent. If so, summarize concisely
- Regret: I could have handled that differently.
- Learning from this: in the future, I will do this differently
- Is there anything else you would need to feel this is put to rest?

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RUP Repair Process, adapted

- Ask if they are willing to discuss? If the answer is yes, use "I" statements, not "you" statements. Be very aware of their emotional state.
- Ask what was their intent. Be curious and accept their answer.
- Ask if you can share how it impacted you – again, using I statements (optional)
- Make a request: Would you be willing to do _____ instead if this comes up again?
- Express gratitude for being willing to discuss

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Summary

- Self-regulate – moving yourself out of threat defense and into safety/contentment
- Remember the common humanity of even the very difficult people in your life, “just like me”
- Adapt the repair process, asking questions and permission and be flexible and attuned to the other’s state