



Escaping the Charging Gorilla

How to Deal with Conflict at Work, at Home...
and Just about Anywhere!



Walking Distance
Steps Toward Peace



Uganda



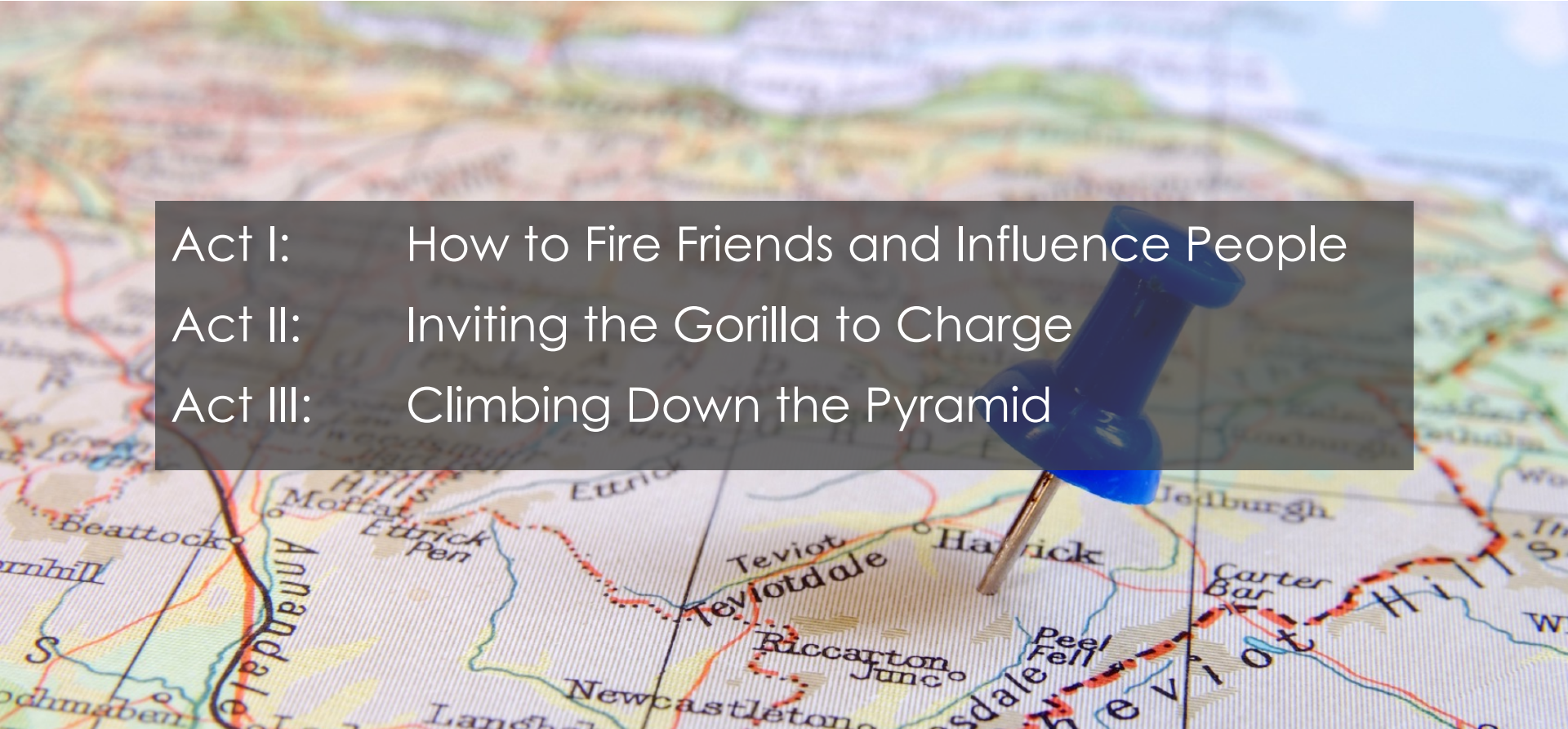


3

Three Things We'll Discuss

1. Why starting with our **mindset** is more important than starting with our **behavior**
2. How the conflict cycle works
3. A tool for resolving conflict more effectively

Today's Road Map

- 
- A close-up photograph of a road map showing the Teviotdale region in Scotland. A blue pushpin is stuck into the map, pointing to the area around Riccarton Junction. The map features various roads, rivers, and place names such as Annandale, Teviotdale, and Riccarton Junction. A semi-transparent dark grey box is overlaid on the map, containing three lines of white text.
- Act I: How to Fire Friends and Influence People
 - Act II: Inviting the Gorilla to Charge
 - Act III: Climbing Down the Pyramid

Think of a conflict you've had
with a person...

Act I:

How to Fire Friends
and Influence People

How can we change behavior?

Behavior = things we say or do

Mindset = the way we see ourselves and others

behavior

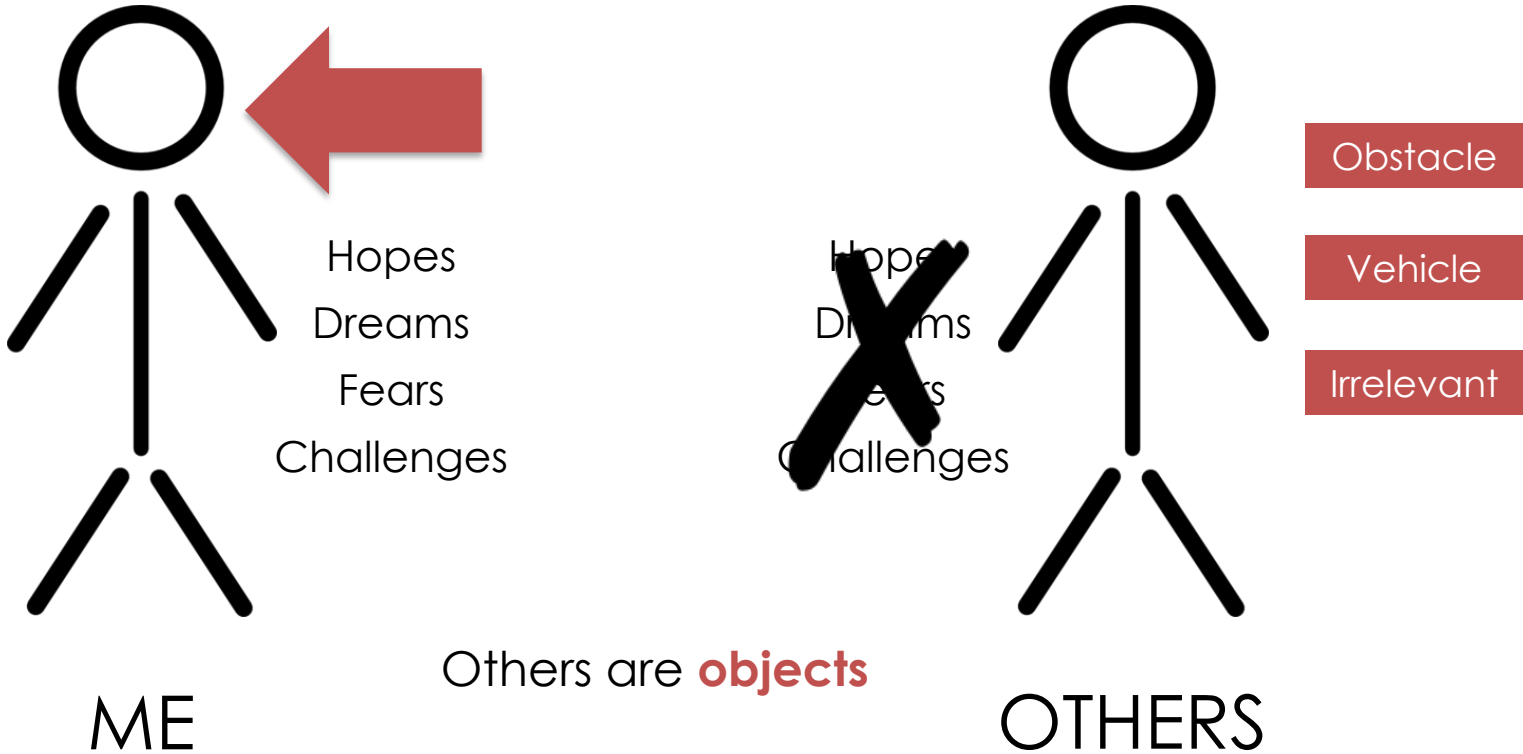


mindset



INWARD MINDSET

Others don't matter like I matter



OUTWARD MINDSET

Others matter like I matter

What matters to me includes the things that matter to others



Mindset: Two Myths

INWARD
MINDSET

OUTWARD
MINDSET

MYTH #1: Sometimes **inward** is ~~necessary because we have to do hard things~~

MYTH #2: **Outward** means ~~being nice~~

Almost any behavior can be done with either mindset!

have difficult conversations

discipline children

provide critical feedback

do a favor

finish a work project

The two mindsets in action...



The Husband-Wife
Dishes Drama

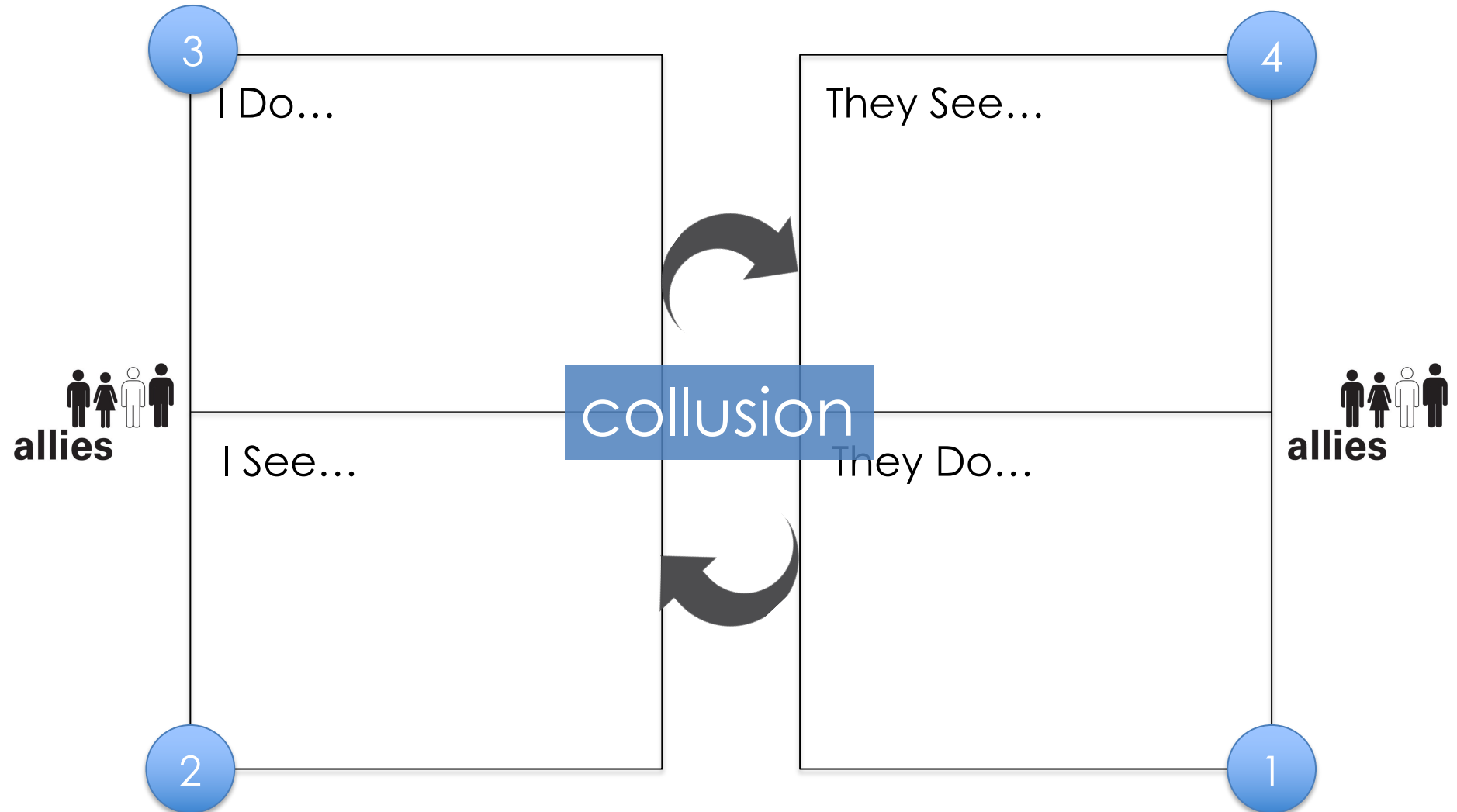


How to Fire Friends and
Influence People

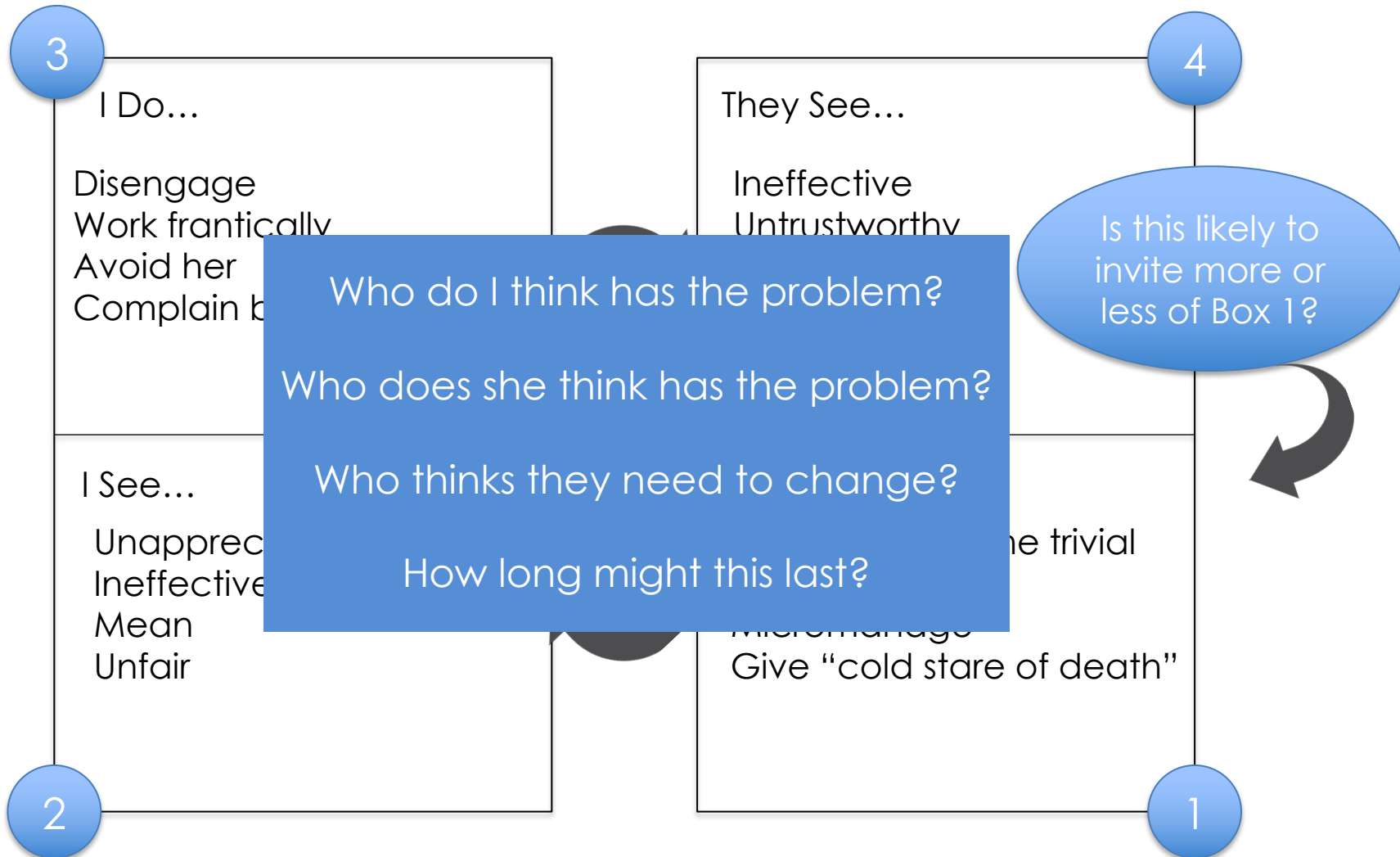
Act II:

Inviting the Gorilla to Charge

How Conflict Often Works



Diagramming a Collusion: My Horrible Boss



But...

What if they started it?

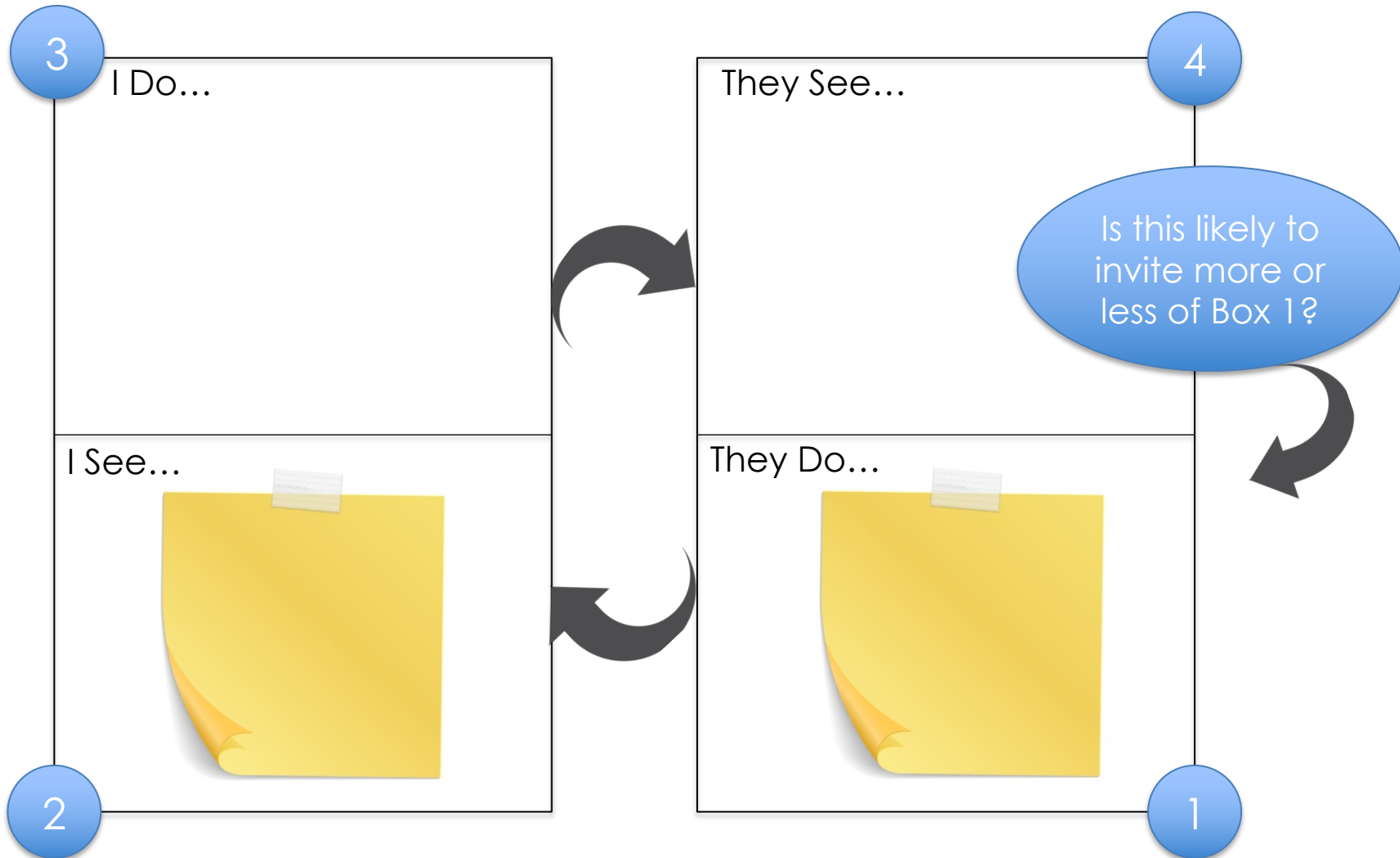
What if their behavior is a lot worse?

What if I've tried to be nice?

I feel justified; problem NOT solved;
collusion becomes deeper



Diagramming Your Collusion



Act III:

Climbing Down the Pyramid

Influence Pyramid



3 Lessons:

1. **Work from the bottom up**

Most time and effort should be at the lower levels

2. **When stuck, go lower**

The solution to a problem at one level is always below that level

3. **Mindset matters most**

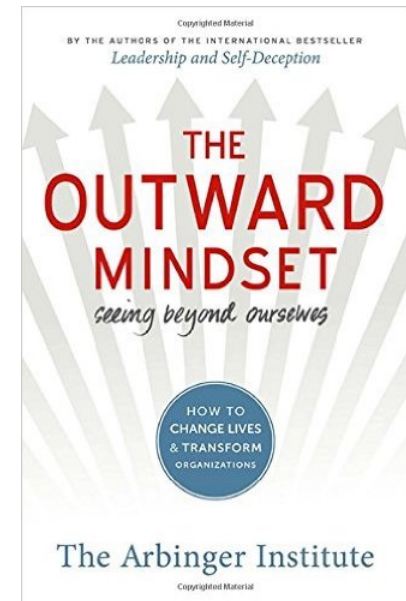
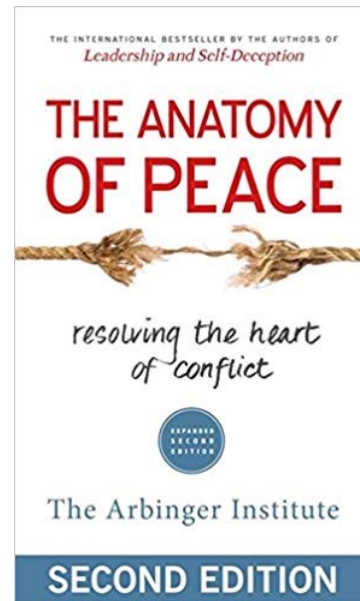
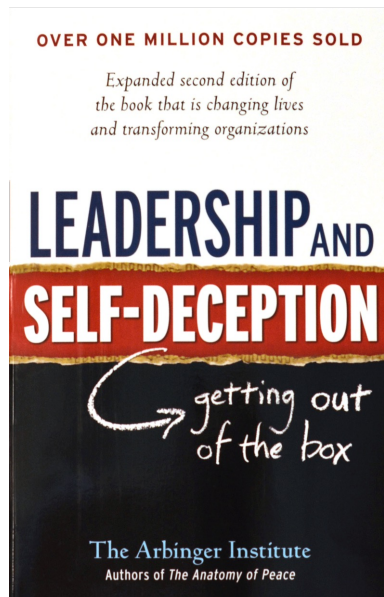
Ultimately, my effectiveness at each level depends on the lowest level, my mindset

Influence Pyramid

Putting It Into
Practice



Sources and Recommended Reading



The Arbinger Institute