

# The Conflict Alchemists Training Workbook

*Tools to Expertly Solve Conflicts and Live a Better Life*



Photo by [Jason Leung](#) on [Unsplash](#)

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## Opening

*There is a crack in everything that's how the light gets in. Lenard Cohen*



This is a workbook.

It is designed to guide you through the practice of discovering your conflict.

It is about helping you find what your conflicts are asking of you or requiring of you.

This is a book that acknowledges that this task is not easy.

The more rigorous you are in doing the work, the better the results.

There are no shortcuts.

This is a workbook that is all about helping you play the end game.

The end game is about your transformation.

It is about moving past the blocks and fears that prevent you from moving forward.

It is about getting the connection and success that you are looking for.

Are you ready?

## About Me

*Our adult experience is an 'echo' of our childhood. Michael Brown*

My name is Dr. Emi Garzitto and I have spent a lifetime trying to figure out how to deal with my internal conflict as well as navigate the conflict from the outside.

As I grew older, I become more interested in how we help people manage conflict without relying on punishment, fear or shame. I wondered if there was a way to 'do the right thing' through joy rather than through suffering.

As a high school teacher, vice principal and counsellor, I was curious as to how we could teach 'how to get along' and it was important for me to find a way to do it in a playful, non-threatening way.

My Masters and PhD focused on developing conflict and positive communication training models using brain-based research.

My preoccupation has led me to understand that the more we put these conflict tools in the hands of everyone, the more empowered our workplaces, our homes and our bodies become. The ability to take care of your discomforts both internal and external, empower you to do what you love. It is a way to minimize the friction in your relationships, in your workplace and in your personal life.

A community of conflict alchemists creates efficiency.

It is this confidence and efficiency that allows workplace communities to get good at navigating change, challenge and setbacks.

It is my goal to help as many people as I can to become conflict alchemists so that we can go about using our energies doing what we love with the people we love.

I am the author of *Your Beautiful Trauma – a practical guide to help you convert crisis into full-scale transformation*.



**The Conflict Alchemist's Training Workbook is my way of helping communities 'do the right thing' through joy.**

## Definitions

Before you can identify conflict, you need to be clear about how it is defined. So, for the purpose of everyone being on the same page, I want to clarify some key definitions:

**Alchemy:** A seemingly magical process of transformation creation or combination.

**Conflict Alchemist:** Any person with a willingness and a skillset to use their conflict as a tool of transformation. Warriors willing to become masters at conflict resilience.

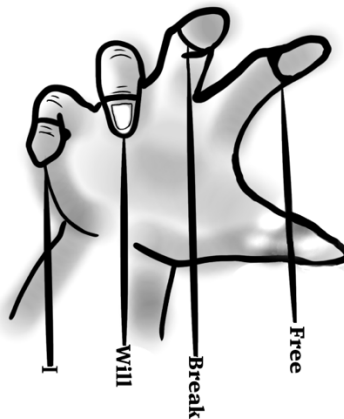
**Conflict:** An opportunity to transform painful information into healthy balanced relationships with yourself and others.

**Conflict Resilience:** The ability to manage your discomfort, both inner and outer, when conflict arises. The ability to have all parts of you stay in the room when shit hits the fan.

**Conflict Resolution:** Methods or strategies for finding mutual agreement between individuals or groups in conflict.

**Crisis:** A painful radical interruption that provides an opportunity for full-scale transformation.

**Trigger:** A trigger is a situation, incident, word, thought or understanding that leads to a state of anxiousness frustration anger or upset. It can be an event that reminds you of another painful event. It is important to know what the trigger is all about and the Conflict Buster worksheet will help you figure this out.



## Introduction

*Success is an inside job. Lee Milteer*

Your first task is handling the relationship that you have with yourself.

When I talk about relationships, I'm not just talking about you and other people. I am talking about the most important relationship you have which is the relationship between you and you.

The work of managing your internal conflict will point to your inner pain.

All roads lead back to you so the great news about that is you have an opportunity to clean up some stories and ideas that no longer serve you. And you don't have to wait for someone else to fix *their* life in order for you to fix yours.

You have an opportunity to take care of you.

And at the end of the day when you take care of you and when you manage your own inner conflict you become powerful. Even if that means you expose your vulnerability or your ugly. Maybe especially.

Handle your inner conflict first and you have the potential to change the dynamic in a room or in a relationship or in a workplace.

Manage you to manage others.

This is especially true if you are in a position of leadership or if you have a good amount of social capital in the community.

Your job is to become aware of how you are feeling and to know the strategies that work for you.

What helps you calm down?

What do you do to get rid of the energy that arises when you become nervous, angry, upset or anxious?

Each and every one of us need to know what helps us take care of our body.

Your first step is to notice how you feel. One of the easiest ways to do this is to find out how much energy you have in your body and then try to discover what you are feeling. The more uncomfortable you feel and the more energy you have in your body the higher the state of arousal and the more intense the feeling. Use Table One as a guide to determine your feelings. It is not a one-size-fits-all but it is generally true that the more energy you have in your body the more uncomfortable you will feel.

You need to become a master at understanding and feeling the sensations in your body because they will provide you with enormous information.

As adults we have forgotten the value of movement. Moving is how our body takes care of and learns about feelings. We still are hardwired with a brain that thinks that any threat requires physical action so that's why we get a lot of energy whenever we are upset. Our body thinks we need to prepare for an immediate physical threat like an animal or another angry person.

It's your job to find ways to shift that energy out of the body and you have to sort out what helps. For some of you, deep breaths and closing your eyes will do the trick. For others you will need to leave the scene and take a long walk or run or shake or yell or talk to someone you trust.

The general rule of thumb is the bigger the energy the more you need to move your body.

Throughout this workbook you will find lists of strategies you can use to calm down your nervous system. You can try some of these out and see which ones feel like they belong to you. It's also a good idea for you to work with other suggestions even ones that seem not like you at all.

Find your top five methods and use them everyday. This is how you are going to get better at utilizing these strategies when you are really upset.

You have to use them when you are calm and when your brain is working with all of its resources. It takes 10,000 to 12,000 repetitions for your brain to synthesize or integrate learning and the more you learn in a calm state the faster it will become part of your practice.

I have examples of how these strategies look in my Friday Finish Conflict Bites. And you can look through on my YouTube site to get ideas on how some of these practices might look (youtube.emigarzitto or <https://www.youtube.com/channel/UCmRKjUyyfo79AxFdZgrpAJg>).

<b>Energy Level</b>	<b>Body Sensations</b>	<b>You are Feeling</b>
1	No energy. Unable to move. Ears may feel like they are ringing. Very shallow breathing, no ability to concentrate. Eyes are sensitive to light. Unable to speak.	Petrified, Shocked, Frozen, Empty.
2	Low Energy. Shallow breathing. Slow movement. Hard to concentrate.	Depressed, Devastated, Wrath, Hopeless, Exhausted, Ashamed.
3	Tired, Lethargic, don't want to move or do anything.	Sad, Tired, Sleepy, Despair.
4	Able to think clearly and make decisions, even energy, able to think of the needs of others.	Calm, Even, Relaxed, Content.
5	More energy in the body, fidgeting, body feels uncomfortable.	Annoyed, Irrate, Confused, Upset, Frustrated, Anxious, Worried, Unsettled.
6	Breathing is more rapid, you can feel your heart beating, increase in energy, racing thoughts.	Angry, Distressed, Afraid.
7	Hard to breathe, maximum energy in your body, limited ability to hold thoughts or listen.	Rage, Agony, Furious, Anguish, Outraged, Terrified.

**Table One: Energy, Feelings and Body Sensations**

### **Social Strategies That Calm You Down**

- Look at someone with an open face
- Get in contact with another person
- Hang out with your dog or cat
- Talk to someone

### **What Is the Contracted Brain?**

*We are a community of 50 trillion cells. Bruce Lipton*

When you think about your life as something that moves with the forces from the outside then you are at the whim of all of the outside forces. if you think that “the man” controls your choices and destiny, then you leave it for the outside force to decide how you are going to live.

The contracted brain is the brain that believes that someone else is in control.

The contracted brain is about survival.

It is about protecting a perceived limited supply.

It is the difference between a closed fist and an open palm.

When you go about your world thinking that everybody is out to get you then that is what you see.

The contracted brain believes that the world is a dangerous place and everyone is out to get your small and limited resource. It is all about the principle of scarcity. There is only a limited amount of resources in this world and you have to fight everyone and everything to keep the small piece that you have. The contracted brain is actually bad for your health.

Everyone has a little bit of the contracted brain – it is your blind spot, where your small self rules. It shows up in the insecurity of your big belly or your inability to ski down the mountain or present the perfect sales pitch or crumble under the disappointed look of your children.

A contracted brain serves a purpose in pointing out areas in your life that need your attention. But it is critical that we do not allow the contracted brain to dominate your spiritual, emotional, and physical landscape.

### **Trauma Rules Our Unconscious Brain**

*Let go of the desire to feel safe. They are old survival patterns. We have to learn how to stay in the present moment. Thomas Hubl*

Your brain, for good reason, has given trauma its highest priority for recording memory. As children, anything that appeared life threatening got classified as trauma. As children, your connection with your mother is a big deal. After all, your mother is your first home. Your first



neighbour were the organs that surrounded you - your mother's beating heart, her kidney, spleen and lungs and the curve of her spine were all a part of the landscape of your first home. If a child feels like the relationship with the mother is at risk, this is traumatic. This trauma gets stored in the body. This trauma response will then show up if a similar pattern is enacted. You often do not even realize that you have triggered the trauma response.

Since the first 6 years of your life have your subconscious brain as the primary mode of receiving information, you are operating with the same trauma responses until you are conscious and deliberate in your choices.

### **Auditory Strategies That Calm You Down**

- Put your hand over your heart – listen to your heart beat
- Listen to music
- Humming
- Singing
- Rhyme, rhythm, vibration
- Calm, soothing voice
- Chants, mantras
- Sighs, deep breaths
- Move to a quiet place

### **Survival Stories**

*We are what we believe. Christian Northrup*  
*Rigid Body - Rigid Belief. Candace Pert*

The way you react to things that hurt you, and things that bring you great pain almost always stem back from something I call Survival Stories. This is a story that may be deeply entrenched in your family history, your culture and your stories of origin, or how you experienced things in the first six years of your life.

You pick up Survival Stories from your surroundings and from beliefs that are passed on from your parents, which may have been passed on from their parents and so on. These beliefs can go repeated and unchecked indefinitely. There is some early research that suggests that beliefs are passed down at least in some part through our DNA. In other words, beliefs can be embedded in your body, via DNA - the part of the cell that records and creates blueprints for future cells. Your parents just don't pass down your blue eyes or your lanky build. They also pass on their beliefs, both in how you are raised and through their DNA. Some of these beliefs of course, are valuable and bring about positive, life giving results. But others, especially those embedded in trauma and survival, may deplete you or make your world small.

So, our survival stories bring about our repeated experiences which reinforce our repeated beliefs and then, we pass these along to our future generations.

Examples of Survival Stories are:

- I am not enough
- It is dangerous for me to tell the truth
- My anger is dangerous
- I will never be enough
- If I am seen I am dangerous
- My suffering is virtuous
- My suffering keeps me close to God
- I am the only person that I can rely on
- I am unlovable
- I am not enough
- I must control my feelings
- Wealth is Evil
- Good things don't come easy
- Sex is shameful

Maybe you look at this list and you think this is dumb. Or maybe when you look at one of these beliefs you recognize it as your own. It is amazing to see how such a small belief that is only a few words long can create so much fear, pain and suffering.

When you react with anger at a coworkers' comment about the quality of your work or when you get feedback about how you managed a certain situation, your reaction may be the result of a conflict or an experience triggering a Survival Story. When you become conscious, and when you begin to uncover the route of some of these Survival Stories, you can then begin to respond to others and to situations and experiences without the edge or the tyranny of a belief that does not fit inside your body.

When you believe something that is not consistent with your natural way of being, then your body and mind and energy field respond.

Uncovering a Survival Story is the start of a new beginning. Once you are able to acknowledge the past, you can move towards creating a pattern and a belief that works with your whole being.

**Conflict alchemy seeks to acknowledge the role of survival stories and to address the internal belief which drives the conflict in the first place.**

### **What is the Difference Between Conflict Resolution and Conflict Alchemy?**



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Conflict resolution seeks to bring some form of resolution to individuals or groups who are in conflict. It works to help find common ground around competing positions and to seek a way forward to untangle points of conflict.

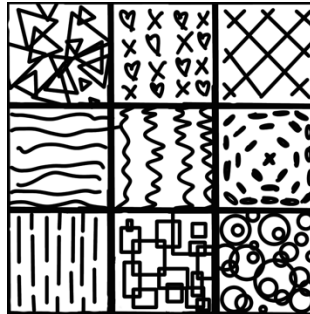
Conflict alchemy seeks to find the root of the conflict by working on the internal conflict first. It seeks to look at both what you see in front of you (the painful conflict) and what is carefully hidden underneath the conflict (the root suffering which internal conflict points to). When you work at uncovering and addressing the source of the internal conflict you are able to transform the conflict you see in front of you. You can transform it into your own healing, your own freedom and your own power. By healing the internal conflict you change the way you see the external conflict and you even have the opportunity of healing those around you as well.

That is why I love Jason Leung's photo that you see in the front of this workbook. The conflict you see is the top of the tree and this is what conflict resolution seeks to resolve. Conflict alchemy focuses on the roots of the tree, which mirror the conflict you see on the outside but remains underground, unseen. If we do not heal the roots the problem you see on the outside gets repeated over and over. Focus on healing the roots and the tree will heal itself.

### **Physical Strategies That Calm You Down**

- Walk
- Go outside
- Lift/push heavy things
- Swing your arms
- Marching Man – move your left arm and right leg up and then slowly bring them down as you move your right arm and left leg up.
- Unravel your ears – unfurl your ears starting from the top all the way to the lower lobe
- Rub your skin or clothing with firm pressure
- Hang upside down
- Jump, or bend your legs up and down
- Shake
- Massage your jaw
- Put your hands over your forehead, find a pulse
- Move the body from side to side
- Stretch your body
- Keep your back straight

## Unpacking the Conflict Buster Worksheet



### Why is it Important to Know Your Patterns?

*A community of conflict alchemists creates efficiency. Emi*

Get to know your patterns.

I'm going to introduce you to the conflict Buster worksheet. This is the work that you will do to become aware of your own 'conflict landscape'. Conflict Alchemy requires you to do the work of noticing and becoming aware of your patterns. This is how you gain proficiency at transforming your painful conflicts into self-awareness, healing, courage, wisdom and strength.

When you become aware of your patterns you learn that you have some reoccurring triggers. You have a belief or an idea that upsets you and sets you off.

A trigger is a situation, incident, word, thought or understanding that leads to a state of anxiousness frustration anger or upset. It can be an event that reminds you of another painful event. It is important to know what the trigger is all about and the conflict Buster worksheet will help you figure this out.

I have included a sample of a completed worksheet below so that you can get an idea of what it would look like filled out. Your answers may be different and that is all okay. The important thing is that you take time to reflect on the experience and to answer the questions as thoughtfully as you can.

A more detailed explanation of each section follows the sample worksheet.



**Handle your inner conflict first and you have the potential to change the dynamic in a room, or in a relationship or in a workplace.**

**What helps you calm down? List 3 healthy activities that help you calm down or feel better.**

**SAMPLE****Using Your Conflict Patterns as a Tool for Transformation****Conflict Buster Worksheet #1**

1. Date and Time Conflict Took Place: *11.30 am*
2. What You Remember About Your Feelings BEFORE the Conflict: *I was focused on my busy day, and I was answering emails. I felt stressed for time.*
3. Name of Person With Whom You are Engaging in Conflict: *Susan Jeeves*
4. Three Words To Describe This Person: *Focused, Pushy, Solution Focused*
5. How Are You Connected: *My supervisor*

6: What Happened? <i>Outline just the facts in point form</i>	7: As it happened, what did you feel?	8: Where did you feel it?	9: At What Point Do You Become Aware of the Discomfort? (Trigger)
<ul style="list-style-type: none"> <li>• <i>A new supervisor came to the school.</i></li> <li>• <i>She had a very aggressive management style.</i></li> <li>• <i>She immediately organized a series of meetings that took place daily.</i></li> <li>• <i>She chose did not ask about current practices or programs.</i></li> <li>• <i>She immediately promoted a new management protocol.</i></li> </ul>	<p><i>Defensive</i></p> <p><i>Angry</i></p> <p><i>like I wanted to leave my job.</i></p>	<p><i>In my face, hot</i></p> <p><i>In my stomach</i></p> <p><i>Nervous energy, I felt myself pacing</i></p>	<p><i>When she came into my room and started talking to me and asking me questions about a protocol she wanted to initiate.</i></p>

10. Other thoughts and things you notice: *If Judy had slowed down and shown an interest and acknowledgement of the work that I was doing, I would have been open to hearing her ideas and suggestions.*

**SAMPLE****Using Your Conflict Patterns as a Tool for Transformation****Conflict Buster Worksheet #1**

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>
<p><i>I remember in high school when I was on the volleyball team. We were at a tournament and a group of the girls were ignoring me. I felt left out, embarrassed and angry.</i></p>	<p><i>Hey Emi, I have heard you have done a great job managing this project. I would like to hear more about what you are doing.</i></p>	<p><i>Avoidance; I focused on my work and tried to avoid seeing her. Venting; talked to others, complained, gossiped.</i></p> <p><i>Focused breathing, I planned my day and focused on my projects. Eventually, I worked to become more curious about her personally and her interests. I was able to give her what I wanted – curiosity, interest and time.</i></p>	<p><i>Over time, she relaxed and so did I. We ended up working well and she ultimately decided not to change the management process</i></p>

**15: How do you feel about it now?**

*When I am told what to do, I know I have a strong response. I get angry when I am told what to do in a situation where my work and my knowledge is not valued. I reacted to Judy's push to change something that I believed was going well. I am proud of the fact that I was able to develop a relationship and a level of trust.*

## Breaking Down the Worksheet

So let's go through the worksheet step by step.

1. **Date and Time Conflict Took Place:** Write down the date and time when the conflict happened. You may find there is a pattern for when your conflicts take place – in the morning on the way out the door to work, before dinner or when you are relaxed. Something as simple as the date and time may show you a pattern.
2. **What You Remember About Your Feelings BEFORE the Conflict:** What was happening just before the conflict? How are you feeling? These are questions that provide a context. This information will also help you to see the “set up” that often takes place prior to a conflict.
3. **Name of Person With Whom You are Engaging in Conflict:** Who is this person? Write their name of the person that you are engaging in the conflict. Ideally you can tell me a little bit about who this person is. You may start to notice that most of the people you have a conflict with are “bossy” or “loud” or “don’t listen”.
4. **Three Words To Describe This Person:** Write down three adjectives that describe this person. Try to have at least one adjective be a positive attribute and the other two can be whatever you choose. You are looking for words to describe the person. What are the three qualities that come up when you think of this person? Write them down. The information you notice about the person will help you gain understanding of the triggers that set you up for conflict.
5. **How Are You Connected:** This is a question around relationship. Boss? Husband? Daughter? Woman at the cashier counter at the superstore? Describe the connection of the person that you are having the conflict with. If you can add some more descriptors around this person, it all helps.

This conflict Buster workbook is not about being nice or politically correct. It's important that you think about all the descriptors that come to mind when you think of this person.

Words like:

- Female, male
- attractive, fat, skinny, ugly, gorgeous
- overbearing,
- thinks he knows it all,
- no social IQ,
- he thinks he is the only person in the room,
- she is always right,
- she is scary dangerous,
- if you get on her bad side she will do everything she can to hurt you,
- if I say what is true, I can lose my job

Tell the truth.

This is a book that is going to help you find the root causes of conflict so this isn't about being pretty

## 6. What Happened?

Outline just the facts in point form. On the surface this sounds like an easy thing to do. Write down what happened – This happened, then this happened, then this happened.

For example:

- I walked into the room.
- Supervisor was waiting for me.
- She had her arms crossed and her knees crossed.
- She said, 'I need to talk to you about your comments at the previous staff meeting'.

Those are the facts. When we begin to write down our experience of what happened, it will be intertwined with our feelings and assumptions. What I will want to add might be, I walked into my room and was ambushed by my supervisor who was in an aggressive and attack mode unannounced. The ambush, aggressive and attack are my experience of it but they are not the facts.

In this first column we do our best to write down only what occurred, separating our feelings and experiences from the actual incidents. This is helpful for us as it will make us think more carefully about exactly what happened and we can then look at our experience as something that is added on to the actual events that took place.

In my sample Conflict Buster worksheet I have placed in red my experiences, judgments or assumptions. A good way to start is to just write everything down in chronological order if possible and then to go back and look at all the feelings, judgments, experiences and eliminate them from the column.

Of course our feelings, experiences and judgments are very important but they don't belong in this column. Besides it is good practice to learn how to chronologically identify events that take place which lead to conflict. This helps us organize our brain and it also helps us keep to the present day experience.

As you will soon see, all conflicts are an echo or a reminder of something that has already happened in the past and this gives us an opportunity to both heal it and to move forward with greater awareness, skill, compassion, and resilience. And we are always striving towards resilience and the capacity to stay in the room when difficult feelings and conversations arise.

State the facts.

Only the facts.

Keep practicing.





## 7. As it Happened What Did You Feel?

This is where you get to talk about your feelings. Look at the *What Happened* column. Write down what you remember feeling beside the event.

*The supervisor organized a series of meetings that took place daily.* How did that make you feel? **Defensive, angry.** That is what you write beside that event.

*She did not ask about current practices or programs.* As you notice that didn't happen what did you feel? *Annoyed, more angry, irritated and confused.*

*She immediately promoted a new management protocol.* How did that make you feel? **That made me feel unheard unvalued and that made me feel angry and I immediately felt resistance in supporting her in trying this new idea.**

Write it all down. This is especially important for two reasons. One, you must get practice at following the sensations in your body. It is a practice that will help you learn the impact of your big feelings. Secondly, your body sensations will provide you clues as to what you are really feeling. Are you annoyed or are you angry? Are you upset or are you furious? We tend to minimize our feelings, make them smaller than what they actually are so that they are less terrifying.

Your feelings are important information and sometimes when we see them on paper we are a little embarrassed about how petty they might look or how small or vindictive we might appear. It is important to be honest about the feeling.

This Conflict Buster book is for you and your learning and if you are avoiding the ugly, it's not going to help you. There's no point in writing another story that hides the painful experience from which you must unearth and uncover. You can start right now. Do your best to tell the truth even if it is uncomfortable.

If you don't remember it is okay to say I don't remember.

It is also okay to write, *I felt Frozen.*

That is all good information. Your ability to recognize your internal landscape is a critical tool in becoming a conflict alchemist. Your ability to transform conflict always begins in your body.

Do your best to think about and write what was happening for you in your feelings as the conflict is taking place.

## **8. Where Did You Feel It?**

Many of us do not have the scaffolding, the microseconds of learning that we receive when we look at faces, work with problem solving without adult intervention, repeated practice with personal self-soothing mechanisms. All of these skills are important in terms of conflict management and building conflict resilience.

Where did you feel it? In this column, we think very specifically about where in our body we had the feeling experience. This will require some internal reflection. When you are angry where do you notice it in your body? Is it in your hands where you feel the tension as they curl into a fist? Or in your wrists? Is it in your belly, or at the back of your shoulders? Do you feel your breath suddenly turn shallow?

What happens when you feel fear? Worry? Apprehension, confusion, or annoyance? Joy, ecstasy, delight or jealousy?

Every one of our feelings tweaks our nervous system a certain way. Every body has a unique pattern and it is your personal responsibility to figure out how your feelings interact with your body. It's important that you notice where your body holds your tension, your suffering, your feelings.

Write down your physical experience and again try to connect it with each point that is outlined in the ***What Happened*** column.

## **9. At What Point Do You Become Aware of the Discomfort?**

Look at your first column. When you see the facts in point form, when do you become aware of the discomfort, the anger the irritation? What is the moment you decide you are not going to work with this person but instead you are going to work against them?

Write that down.

For example, for some of us we will have heard rumors about the supervisor and we will have made our minds up before we ever meet them. For others it might be the moment they look at them and see what they are wearing or how they walk or move and before they ever say a word.

For others it will be the moment there was a meeting or conversation. It can be well before the moment of the conflict and sometimes even after. when we become aware of the discomfort. Write down what you remember.

What is the point you become aware of your anger discomfort? Write that down

## **10. Other Thoughts and Things You Notice.**

You can also add what you notice once you look at all four columns side by side. What have you understood that you did not before?

You are being a scientist in your own body. You are gathering data noticing connections and observing the data and what it appears to be telling you. In this space you can write any of your thoughts or ideas or opinion that didn't seem to have a place in the rest of the conflict worksheet. There is no right or wrong in this section and you can have permission to say whatever you want.

### **11. When Do You Remember Having This Feeling Before?**

In this column, write down any echoes or reminders or memories that come up. It is deeply connected to the column right beside it, ***Where did You Feel it?***

The feeling in our body will give us a very big clue as to when we had this experience before period for example shame will show up and we can then remember or have a memory of a time we've had this experience before.

Think about a story or a reminder and write it down. It doesn't have to make sense and in this column you can write down facts and feelings and judgments and experiences. Our memory is kind of bendy and any information you bring into this column will be helpful for you later on.

### **What Could Have Been Said That Would Have Made This Better?**

What would have helped you?

What do you wish was said or done?

This is where you get a chance to think about what you would have liked to have happened. You can rewrite the outline of facts so that they fit a better point or it might be just one thing.

It could be that you would have wished your supervisor to ask you questions and learn more about you and the work that you do before they came to talk about all of their ideas. In an ideal world what would have made this better for you?

This is not a magical fairy tale.

Make the solution something you would be willing to do for someone else.

Make the solution something you would be willing to do with the person that you are engaging in conflict. This keeps you honest in your thoughts about what would work best.

Write that down.

### **12. What Were the Strategies You Used to Manage the Conflict?**

This is deceptively important and again very helpful if we can be honest. Some of my distraction strategies when difficult connections happen is I hide. I go into my office and hunker down doing my best to avoid contact with the person who I believe is harming me. I am an avoider or at least I was an avoider and it's something I still work on.

I also come home and continue to work to manage my feelings. I work out, I speak to someone I care about, I find ways to come up with a solution. Sometimes I drink wine or play on my Solitaire game. Write down your strategies. The Good The Bad and The Ugly.

### **13. How Did it End?**



Did you end up having a conversation?

Is it still ongoing?

Are you still using the “duck and cover” approach and doing your best to avoid the supervisor?

Are you starting a Facebook page - I hate the new supervisor- where you can let off steam and perhaps also find a very public outlet to let everyone know you are choked about the situation?

Are you entertaining revenge fantasies where the supervisor is humiliated or publicly shamed?

The feelings and experiences you have at the end of the conflict provide great clues about what fuels the conflict and what is seeking your attention. Even if you are in the middle of the conflict, it is good to assess where the conflict sits as you write the worksheet.

### **14. How Do You Feel About it Now?**

Think about how you feel about the conflict right now. If it was 3 months ago the feeling will be probably different than if it was 3 years ago or maybe 30 years ago.

Maybe completely different or maybe completely the same.

Regardless, exploring how you feel about it helps you think about the trigger and the old story that exists inside the conflict. Write it down and be truthful and fearless.

## **The End of The Worksheet**

Holy smokes! You made it to the end of the conflict Buster worksheet. Congratulations!

Now what happens?

Well I think you need to take a break and find a way to reward yourself because this is hard work.

Take the time to honor the work and take care of your body.

Go for a walk, sit down and have a nice cup of tea and talk to a friend. Find something that helps you connect to yourself and the present moment while at the same time being gentle with your body and yourself.

And then just leave it.

Let it sit there for a while.

If you are seeing a counselor or working with someone through your feelings this would be good information to go through with them. But you don't need to do that. Just the act of writing this Conflict Buster worksheet helps you make it conscious and helps you become aware. You can do nothing and just go on and live your life.

A new conflict arises. Second worksheet. Write it down. Follow all the steps. Be clear, courageous and thoughtful in writing the information.

A new conflict. Third worksheet. Write it down. Follow the steps. Be clear, courageous and thoughtful.

Repeat for four and five and six.

Do nothing until you have at least six conflict busting worksheets filled.

## **Phase Two**

Now you are ready to look at the information and notice what it is showing you.

There will be patterns. In this step, you work with patterns and notice what are the similarities in your six conflicts? In the next worksheet you will go through all of your conflict worksheets and write down the information to each question from all your responses. This will help you s

Start with the people with whom you are having the conflicts. Are all of your conflicts that you wrote down with the same person? Or are they all different?

What are the things people say or do that really get you upset?

More importantly what are the feelings that you experience that continue to show up?

And just as important, where do you feel those feelings in your body?

There is a pattern. There is always a pattern that will show up.

Write it down.

### **Complete the Pattern Worksheet**

In order to get a better sense of your patterns, complete the pattern worksheet which you can find on page 42. Once you have at least 6 conflict worksheets completed, you will fill out all of the information on the pattern worksheet.

#### **A. Date and Time Conflict Took Place**

Write down the date and time the conflicts took place. You may find that they mostly happen in the mornings, or late afternoons. Or you may notice they happen when you are hungry. What are the patterns that you notice?

#### **B. What You Remember About Your Feelings Before the Conflict**

How were you feeling just before the conflict? Were you late to work and flustered? Just finished seeing an unexpected bill? Have someone complain about your work? Or maybe you were completely relaxed and enjoying a good book or playing a video game. Write down what you remember about how you were feeling.

#### **C. Name of person with whom you are engaging in conflict**

In this section you would write the names of everyone you engaged with in a conflict from your conflict buster sheets.

#### **D. Three Words To Describe This Person**

What are the adjectives that keep showing up in your description. Controlling? Careless? Aggressive? Passive? Indifferent? What are the feelings that continue to show up in the form of these describing words? Write your observations.

#### **E. How are You Connected?**

In this next section you would think about anything that you might notice that is the same between all of these relationships ex. Family members, or these are people who challenged

my intelligence, as well as their connection to you, (ex. Julia – supervisor x3, Dave – husband x 2, Daniel – son)

**F. What Happened? Write it in one sentence.**

What are the similarities in your sentences? Do conflicts occur when you made to feel small? Or when you see a perceived inequity? Write down any patterns you notice.

**G. As it happened, what did you feel?**

Highlight the repeating words. Again, what shows up repeatedly is important to pay attention to. Your feelings will lead you to the triggers or past trauma's that have yet to be transformed into healing. Write your observations.

**H. Where did you feel it?**

Highlight the common areas. Do you find you carry your anger in your shoulders and neck, or in your hands and feet? Or perhaps you feel it in your gut. Your body sensations are important to track and active observation of your bodily sensations will help you become more aware of your feelings.

**I. What is the Point You Become Aware of Discomfort? (Trigger)**

At what point do you feel your body get uncomfortable? For some it may be a slow build up of one annoying thing after another and then an explosion. For others it might be that you are not aware of your discomfort until AFTER the conflict. It is different for everyone, but it is good to keep track of when you become aware of your discomfort. Write your observations down.

**J. Other thoughts and things you notice**

What else do you notice. Here is where you write anything else you might have noticed about the conflict. Write your observations.

**K. When do you remember having this feeling before?**

What does this conflict or this body feeling or discomfort remind you of? Is it reminiscent of another time? Or maybe you don't ever remember having this feeling before. Write your observations.

**L. What could have been said that would have made this better?**

What are the words that the person you are in conflict could have said that would have helped you in the conflict? Is there something you would have wished they would have said but didn't? Write it down.

**M. What were the strategies you used to manage the conflict?**

What are the things you did to take care of the conflict and its aftermath? Did you get quiet, or go somewhere and think? Did you go for a run or do something to let off steam, or did you indulge in an addiction? Or did you pretend like it didn't happen? Write your observations.

**N. How did it end?** Did it end in a yelling match? A controlled conversation? Tension with no sense of resolution? Or does it feel like you both got an understanding of something and want to pursue further engagement. Write your observations.

**O. How do you feel about it now?**

What are your thoughts and feelings about the encounter/conflict? Are you relieved or does it feel like there is some unfinished business? Regret or resolution? Write your thoughts here.

### **How You Help Yourself**

After you have written all of the information, and reflected on it, you have done some amazing work. Your conflict strategies have become more public and this is important.

Now you know that your belly tightens when someone says something to you that feels dismissive.

Now you know that mornings are hard for you so you table any hard conversation to a time you feel more present and resourced.

Now you know that it is important to have important conversations with your boss in the morning before the team meetings so he has the time and energy to listen.

You now have information on what you need for success and you can plan accordingly. It is a start. A big start and you can strategize based on the information you are now aware of.

### **How Do You Help Those Around You?**

First and most importantly, when you do the work of managing your feelings you help those around you. The most powerful way you regulate and support others is by regulating and managing your own feelings. The moment you take accountability for your feelings is the moment you help the people around you.

Secondly, you can help by asking the same questions to your loved ones, that you find in the conflict buster worksheets. Here are examples:

- I notice that you got very quiet when we started talking about your project. Is everything alright??
- What happened?
- As it happened, what did you feel?
- Where did you feel it?
- When do you remember having this feeling before.
- What could have been said that would have made you feel better?
- How can I help you right now?

Most of the time, we work very hard to minimize or keep the true nature of our conflicts hidden. Anything we can do to create a safe space to uncover some of those feelings is a step in the right direction.

### **You Need A Hand**

If you are working with a counsellor or a conflict coach, here is where you provide this data to help unpack what is showing up. You are going to need a hand, interpreting the information and finding a way to help you work through both your inner and outer conflict.



If you would like more information, you can contact me and I will give you a complimentary 30 minute consultation on how to help you with conflict patterns.

I would love your feedback on how to improve this workbook. Please feel free to contact me and let me know what works and what you think would help improve this workbook.

You don't have to hire me. I can help you find a way to take the next step. But if you are looking to find a way to change the pattern and learn how to build the skills to handle your conflict, then I invite you to learn more about what I do.

Are you Ready?

For more information you can reach me at: [www.creativeedgeconsulting.com](http://www.creativeedgeconsulting.com)

Or you can email me at: [confictalchemist@gmail.com](mailto:confictalchemist@gmail.com)

# Conflict Buster Worksheets

## *Maps to Transformation*



Photo by [Jason Leung](#) on [Unsplash](#)

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

1. Date and Time Conflict Took Place: \_\_\_\_\_

2. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_

3. Name of person with whom you are engaging in conflict: \_\_\_\_\_

4. Three Words To Describe This Person: \_\_\_\_\_

5. How are You Connected? \_\_\_\_\_

<b>6: What Happened?</b> <i>Outline just the facts in point form</i>	<b>7: As it happened, what did you feel?</b>	<b>8: Where did you feel it?</b>	<b>9: What is the Point You Become Aware of Discomfort? (Trigger)</b>

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

6. Date and Time Conflict Took Place: \_\_\_\_\_

7. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_

8. Name of person with whom you are engaging in conflict: \_\_\_\_\_

9. Three Words To Describe This Person: \_\_\_\_\_

10. How are You Connected? \_\_\_\_\_

6: What Happened? <i>Outline just the facts in point form</i>	7: As it happened, what did you feel?	8: Where did you feel it?	9: What is the Point You Become Aware of Discomfort? (Trigger)

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

11. Date and Time Conflict Took Place: \_\_\_\_\_

12. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_

13. Name of person with whom you are engaging in conflict: \_\_\_\_\_

14. Three Words To Describe This Person: \_\_\_\_\_

15. How are You Connected? \_\_\_\_\_

6: What Happened? <i>Outline just the facts in point form</i>	7: As it happened, what did you feel?	8: Where did you feel it?	9: What is the Point You Become Aware of Discomfort? (Trigger)

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**



**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

16. Date and Time Conflict Took Place: \_\_\_\_\_

17. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_  
\_\_\_\_\_

18. Name of person with whom you are engaging in conflict: \_\_\_\_\_

19. Three Words To Describe This Person: \_\_\_\_\_

20. How are You Connected? \_\_\_\_\_

<b>6: What Happened?</b> <i>Outline just the facts in point form</i>	<b>7: As it happened, what did you feel?</b>	<b>8: Where did you feel it?</b>	<b>9: What is the Point You Become Aware of Discomfort? (Trigger)</b>

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

21. Date and Time Conflict Took Place: \_\_\_\_\_

22. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_

23. Name of person with whom you are engaging in conflict: \_\_\_\_\_

24. Three Words To Describe This Person: \_\_\_\_\_

25. How are You Connected? \_\_\_\_\_

6: What Happened? <i>Outline just the facts in point form</i>	7: As it happened, what did you feel?	8: Where did you feel it?	9: What is the Point You Become Aware of Discomfort? (Trigger)

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

26. Date and Time Conflict Took Place: \_\_\_\_\_

27. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_  
\_\_\_\_\_

28. Name of person with whom you are engaging in conflict: \_\_\_\_\_

29. Three Words To Describe This Person: \_\_\_\_\_

30. How are You Connected? \_\_\_\_\_

<b>6: What Happened?</b> <i>Outline just the facts in point form</i>	<b>7: As it happened, what did you feel?</b>	<b>8: Where did you feel it?</b>	<b>9: What is the Point You Become Aware of Discomfort? (Trigger)</b>

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**

**Conflict Patterns as a Tool for Transformation**

Worksheet # \_\_\_\_\_

31. Date and Time Conflict Took Place: \_\_\_\_\_

32. What You Remember About Your Feelings before the Conflict: \_\_\_\_\_

33. Name of person with whom you are engaging in conflict: \_\_\_\_\_

34. Three Words To Describe This Person: \_\_\_\_\_

35. How are You Connected? \_\_\_\_\_

<b>6: What Happened?</b> <i>Outline just the facts in point form</i>	<b>7: As it happened, what did you feel?</b>	<b>8: Where did you feel it?</b>	<b>9: What is the Point You Become Aware of Discomfort? (Trigger)</b>

10. Other thoughts and things you notice:

**Conflict Patterns as a Tool for Transformation**

Worksheet #\_\_\_\_\_

<b>11: When do you remember having this feeling before?</b>	<b>12: What could have been said that would have made this better?</b>	<b>13: What were the strategies you used to manage the conflict?</b>	<b>14: How did it end?</b>

**15. How do you feel about it now?**



# Worksheet

## *Maps to Transformation*



Photo by [Jason Leung](#) on [Unsplash](#)

**The Conflict Alchemists Training Workbook**  
***Pattern Overview Worksheet***

**A: Date and Time Conflict Took Place**

1: \_\_\_\_\_  
2: \_\_\_\_\_  
3: \_\_\_\_\_  
4: \_\_\_\_\_

5: \_\_\_\_\_  
6: \_\_\_\_\_  
7: \_\_\_\_\_  
8: \_\_\_\_\_

**Make a note of any similarities. Do these happen at a specific time of the day? Is there a pattern?**

---

---

**B: What You Remember About Your Feelings Before the Conflict**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the situations or descriptions that continue to pop up? Is there a pattern? What do you notice?**

---

---

**C: Name of person with whom you are engaging in conflict**

1: \_\_\_\_\_  
2: \_\_\_\_\_  
3: \_\_\_\_\_  
4: \_\_\_\_\_

5: \_\_\_\_\_  
6: \_\_\_\_\_  
7: \_\_\_\_\_  
8: \_\_\_\_\_

**Make a note of any similarities. Do these happen with a specific person or is it random? Is there a pattern? What do you notice?**

---

---

**D: Three Words To Describe This Person:**

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

7: \_\_\_\_\_

8: \_\_\_\_\_

Make a note of any similarities. What are the words or descriptions that continue to pop up? Is there a pattern? What do you notice?

---

---

**E: How are You Connected?**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

Make a note of any similarities. Do these happen with a specific person or is it random? Is there a pattern? What do you notice?

---

---

**F: What Happened? *Write it in one sentence.***

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

Make a note of any similarities. What are the situations or descriptions that continue to pop up? Is there a pattern? What do you notice?

---

---

**G: As it happened, what did you feel?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**H: Where did you feel it?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**I: What is the Point You Become Aware of Discomfort? (Trigger)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**J: Other thoughts and things you notice:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**K: When do you remember having this feeling before?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**L: What could have been said that would have made this better?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**M: What were the strategies you used to manage the conflict?**

1. 

---
2. 

---
3. 

---
4. 

---
5. 

---
6. 

---
7. 

---
8. 

---

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

---

**N: How did it end?**

1. 

---
2. 

---
3. 

---
4. 

---
5. 

---
6. 

---
7. 

---
8. 

---

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

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**O: How do you feel about it now?**

1. 

---
2. 

---
3. 

---
4. 

---
5. 

---
6. 

---
7. 

---
8. 

---

**Make a note of any similarities. What are the words or descriptions that continue to pop up?  
Is there a pattern? What do you notice?**

---

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## Finally

Congratulations on courageously examining your conflicts and exploring the parts of you that seek to be seen!

This is the beginning of the conflict alchemist journey.

There is more, there is always more, but these first steps are always the hardest and I thank you for taking them.

I would love to hear your feedback. So if you have any ideas on how to improve this workbook, or if you could let me know what worked, I would love to hear from you.

If you want more information, I would love to hear from you!

For more information you can contact me at [www.creativeedgeconsulting.com](http://www.creativeedgeconsulting.com)

If you want to email me directly you can contact me at [conflictalchemist@gmail.com](mailto:conflictalchemist@gmail.com)







The End  
But Not the Finish  
Go home and make your Repairs!