



Mu Sigma

# The Anatomy of Peace

*Finding peace in the midst of chaos*

Do The Math

Chicago, IL  
Bangalore, India  
[www.mu-sigma.com](http://www.mu-sigma.com)

27<sup>th</sup> Aug '20



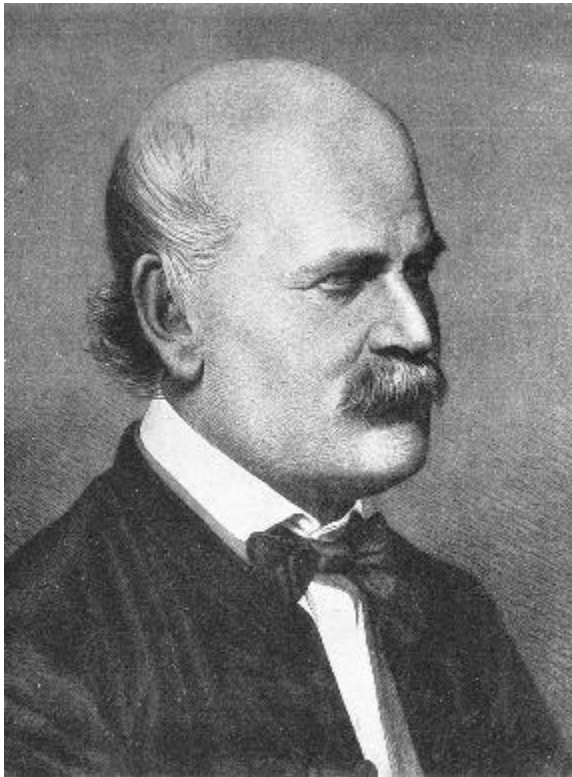
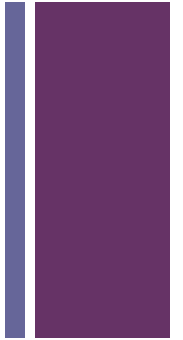
# The Cost of Unhealthy Conflict



- CPP Inc (Mayer-Briggs Assessment) found people spent 2.8 hours per week in conflict.
- \$359 Billion in paid hours (Indian budget for 2017 \$317 B)
- 60% of challenges faced in a workplace are people related.

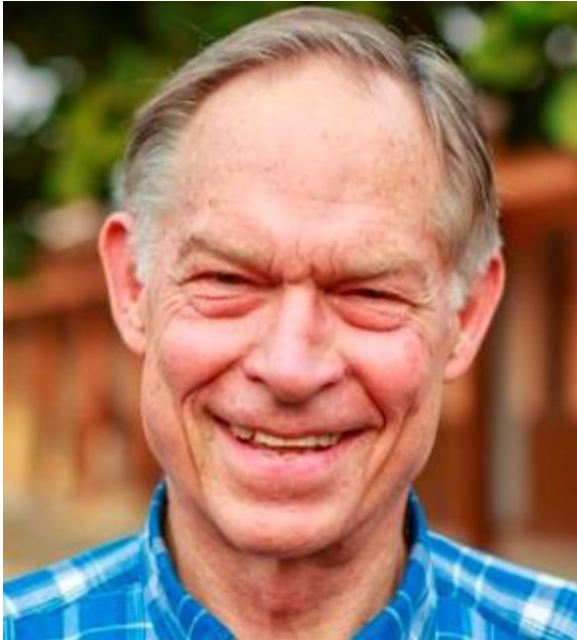
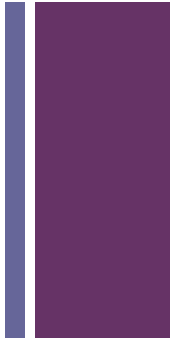


# Who is responsible for Conflict



- Name : Ignaz Semmelweis
- Area of work: Doctor
- Incident: Childbed Fever

**Do not take it personally.**

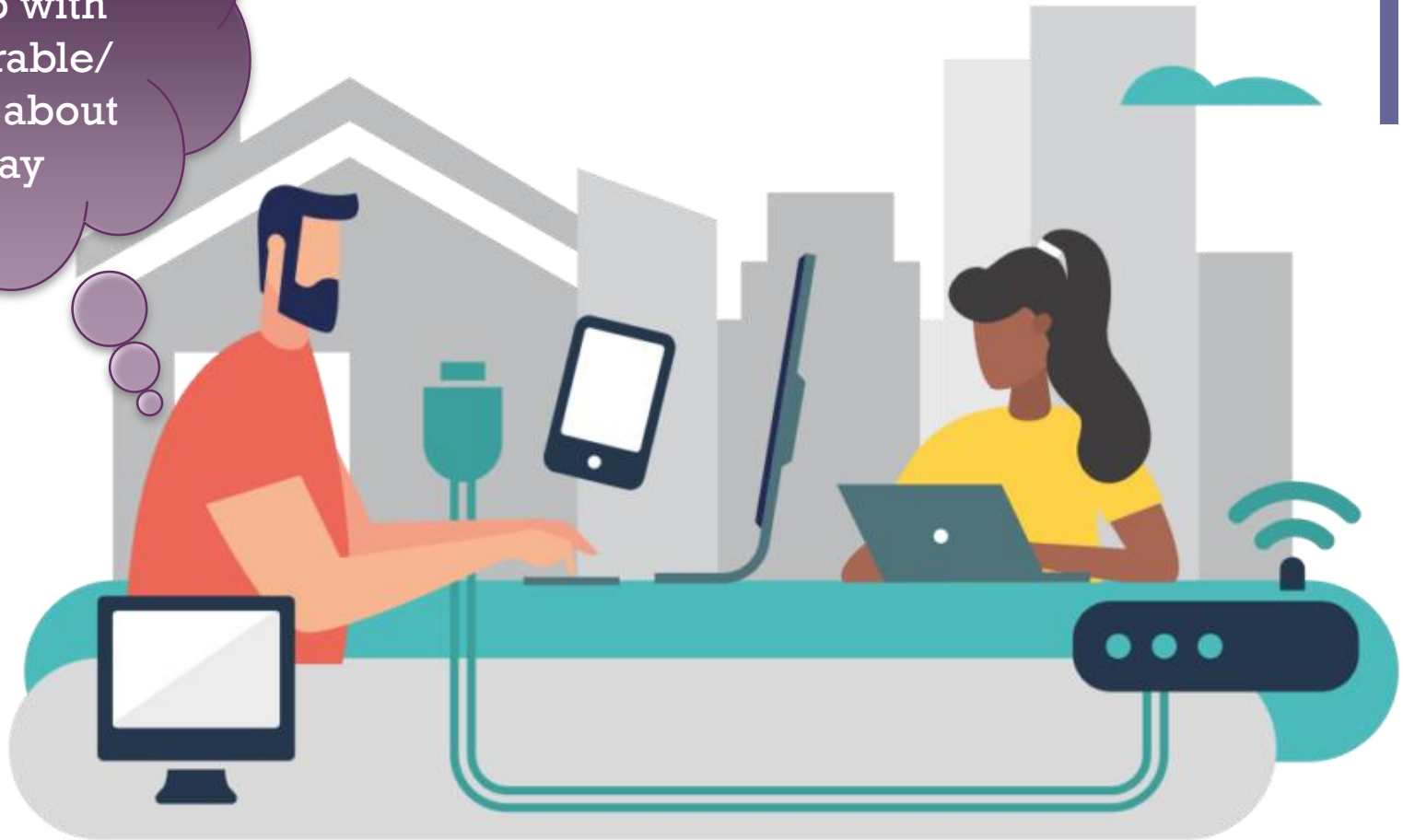


- Name : C. Terry Werner
- Area of work: Professor Emeritus
- Incident: What we bring to the table



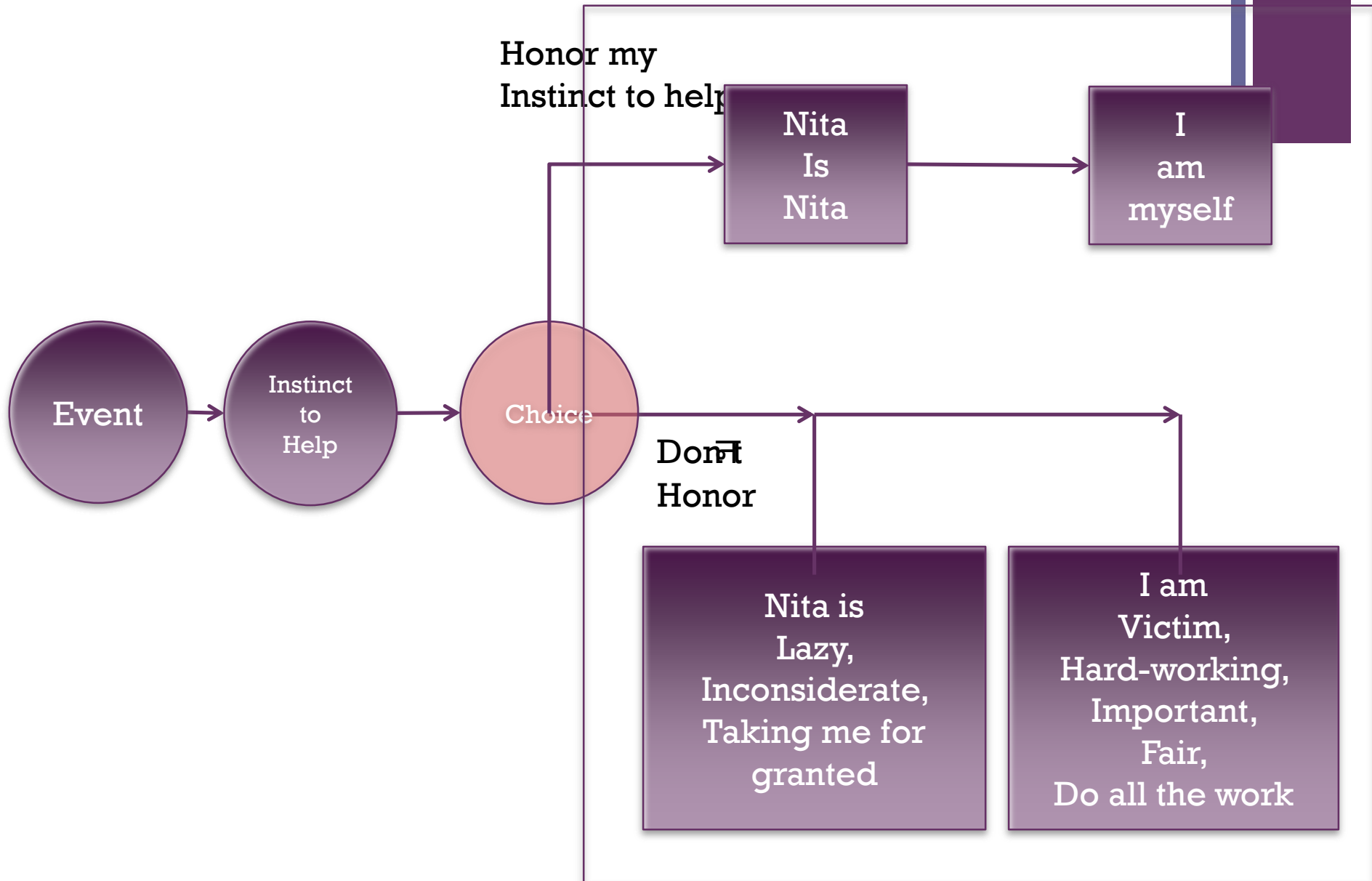
Instinct: Offer to help with deliverable/ inform about delay

# How Conflicts Begin



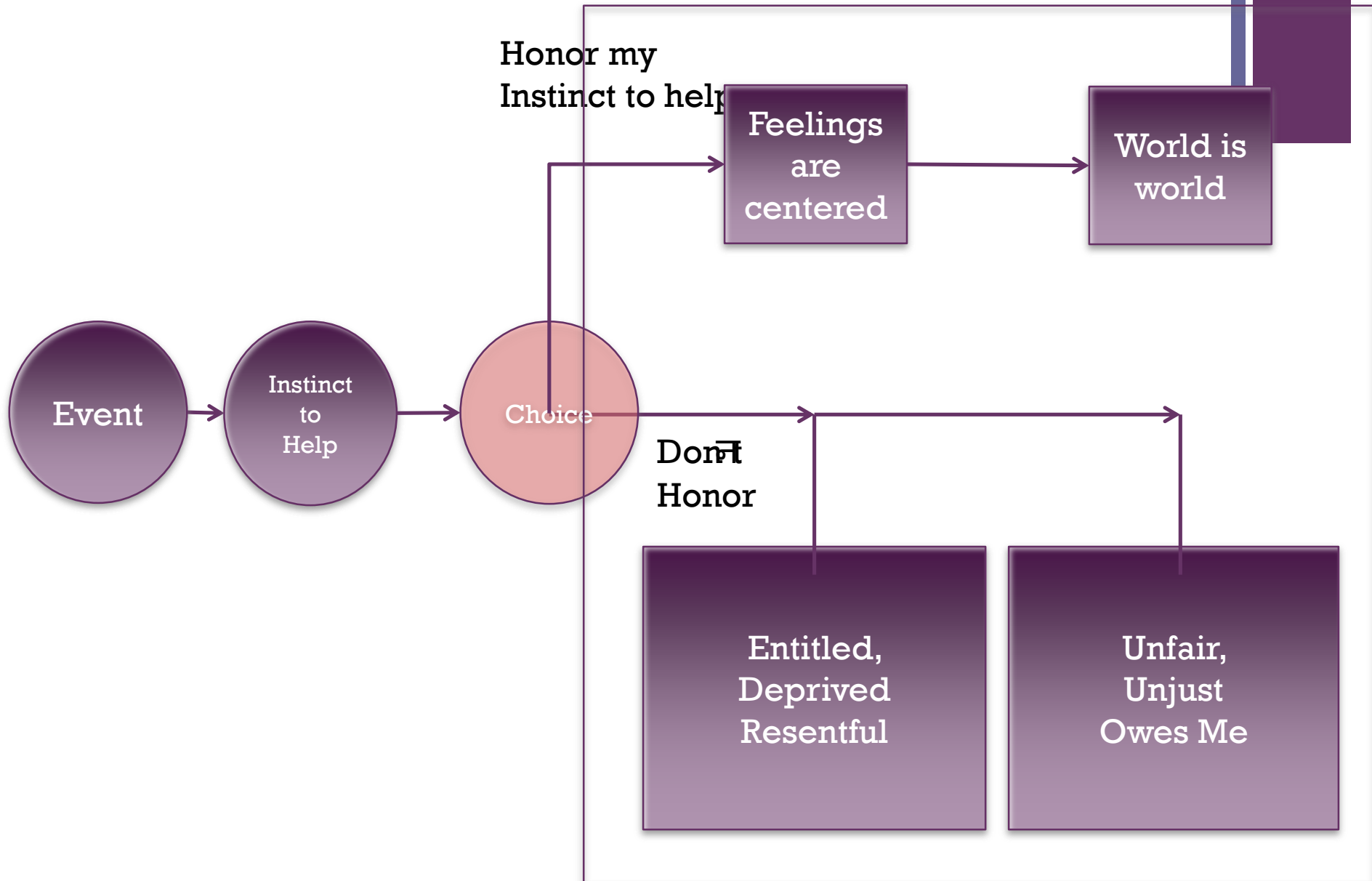


# Disconnect from our selves – 1 ms



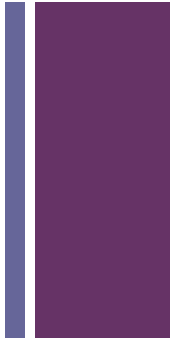


# Disconnect from our selves – 1 ms





# The Box – 4 things change





# Needs of the BOX

JUSTIFICATION



Aim at friendship not enmity

Become  
invested in  
FAILURE

Stress



# Hearts at War

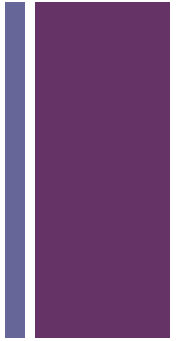


- Things that don't work
  - Talking it out
  - Being vulnerable
  - Going Away
- Right Wrong becomes irrelevant.

**Resolution cannot begin if the heart is at war**



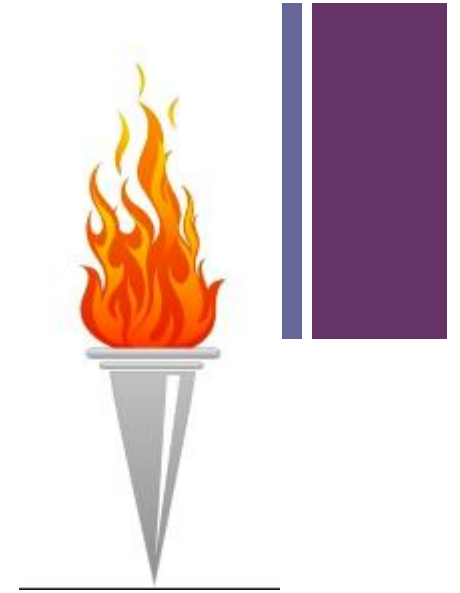
# Hearts at War



- We become rebels against ourselves.
- We become self-destructive, self-sabotage”
- We lose hope

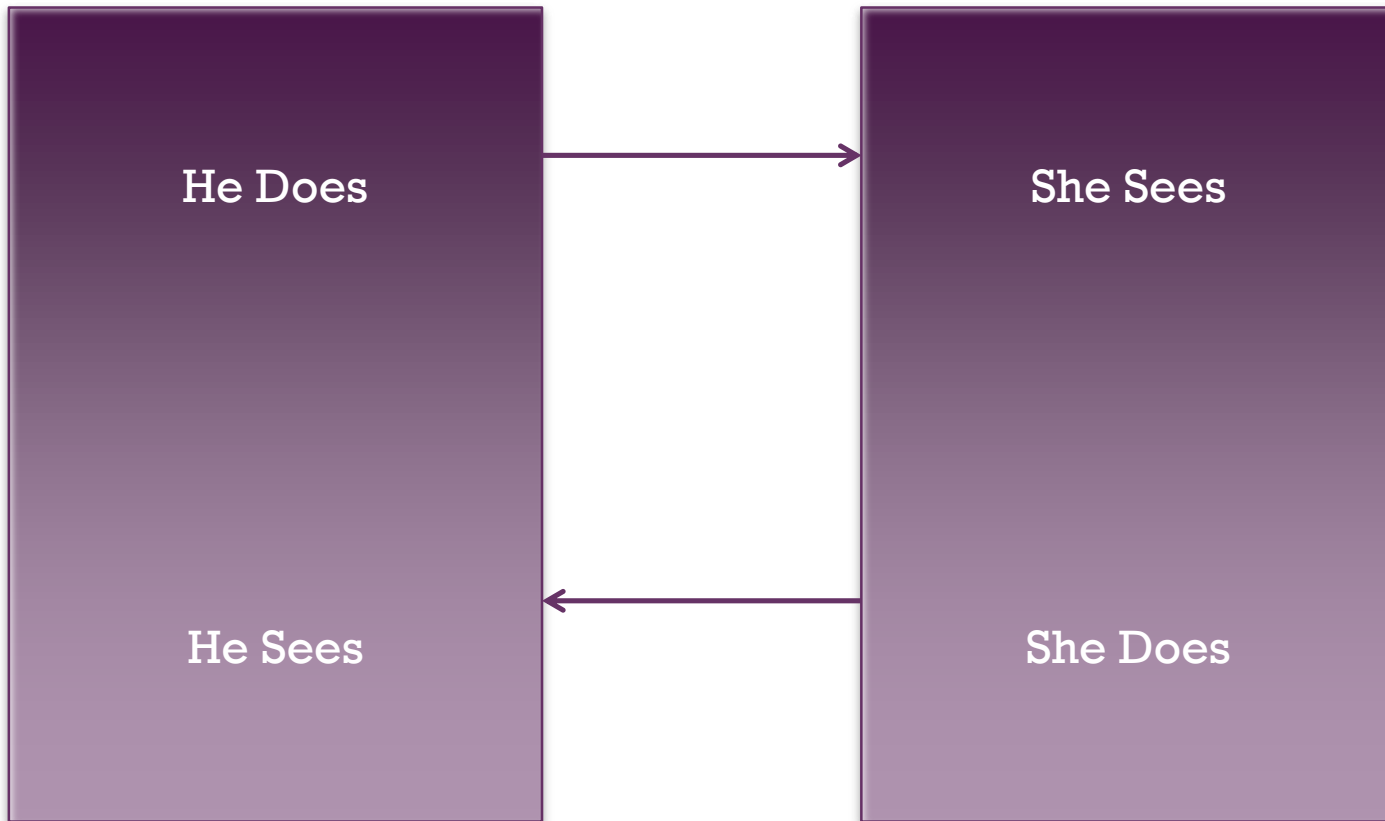
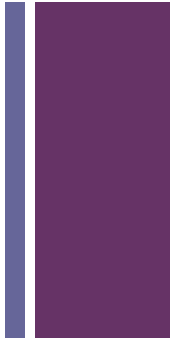
# + Process: Honesty helps

- How have you justified failure
- Who are the enemies you think a lot about
- Is hard to be honest, we have to become vulnerable



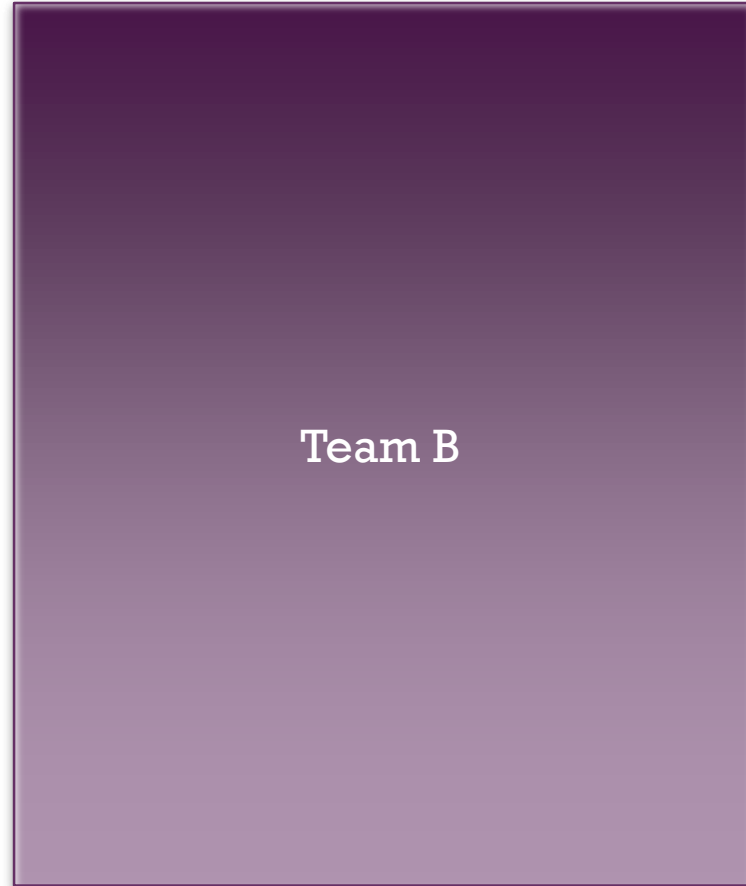
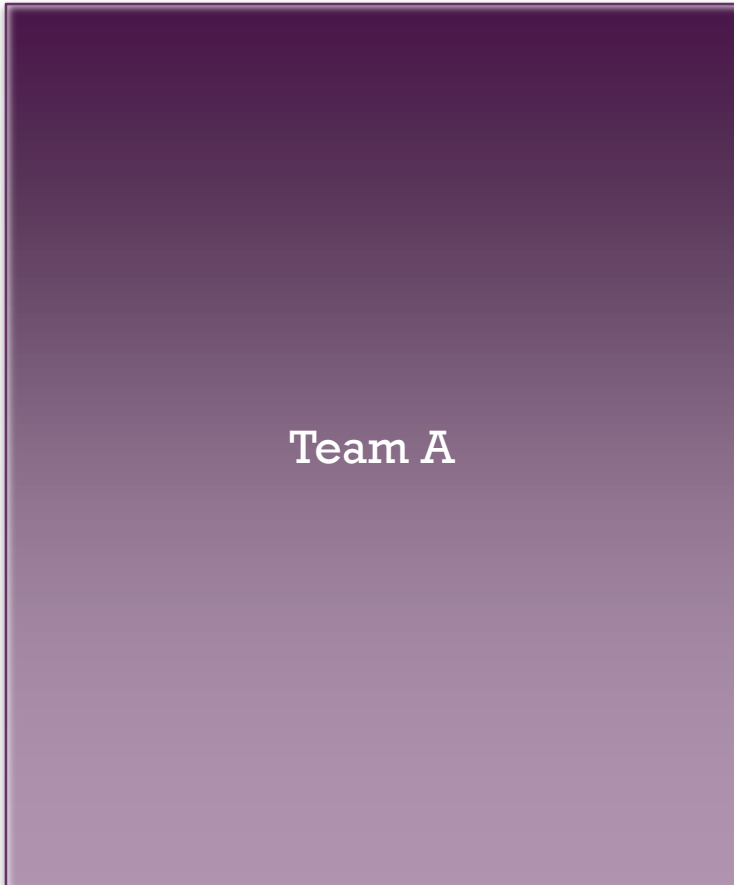
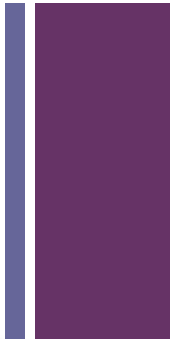


# How we become entrenched in conflict





# How Conflict Spreads in organization





# Patterns of Conflict – Types of Boxes

	I	Deserve	Better	Than
<b>View of Self</b>	<b>View of Others</b>	<b>View of Self</b>	<b>View of Others</b>	
Meritorious	Mistaken	Superior	Inferior	
Mistreated/Victim	Mistreating	Important	Incapable/irrelevant	
Unappreciated	Ungrateful	Virtuous/Right	False/Wrong	
<b>Feelings</b>	<b>View of World</b>	<b>Feelings</b>	<b>View of World</b>	
Entitled	Unfair	Impatient	Competitive	
Deprived	Unjust	Disdainful	Troubled	
Resentful	Owes Me	Indifferent	Needs Me	
	Worse	Than	Must to be	Seen as
<b>View of Self</b>	<b>View of Others</b>	<b>View of Self</b>	<b>View of Others</b>	
Not as Good	Advantaged	Need to be well thought of	Judgmental	
Broken/Deficient	Privileged	Fake	Threatening	
Fated	Blessed		My Audience	
<b>Feelings</b>	<b>View of World</b>	<b>Feelings</b>	<b>View of World</b>	
Helplessness	Hard/difficult	Anxious/Afraid	Dangerous	
Jealous/Bitter	Against Me	Needy/Stressed	Watching	
Depressed	Ignoring Me	Overwhelmed	Judging Me	



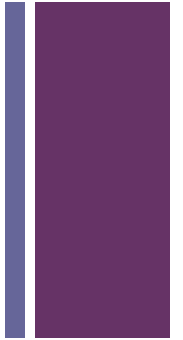
# Better Than

Better	Than
<b>View of Self</b>	<b>View of Others</b>
Superior	Inferior
Important	Incapable/irrelevant
Virtuous/Right	False/Wrong
<b>Feelings</b>	<b>View of World</b>
Impatient	Competitive
Disdainful	Troubled
Indifferent	Needs Me





# I deserve



<b>I Deserve</b>	
<b>View of Self</b>	<b>View of Others</b>
Meritorious	Mistaken
Mistreated/Victim	Mistreating
Unappreciated	Ungrateful
<b>Feelings</b>	<b>View of World</b>
Entitled	Unfair
Deprived	Unjust
Resentful	Owes Me



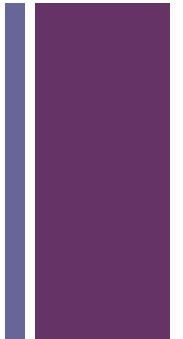
# Must be seen as

<b>Must to be</b>	<b>Seen as</b>	
<b>View of Self</b>	<b>View of Others</b>	
Need to be well thought of	Judgmental	
Fake	Threatening	
	My Audience	
<b>Feelings</b>	<b>View of World</b>	
Anxious/Afraid	Dangerous	
Needy/Stressed	Watching	
Overwhelmed	Judging Me	





# Worse Than



	<b>Worse</b>	<b>Than</b>
	<b>View of Self</b>	<b>View of Others</b>
	Not as Good	Advantaged
	Broken/Deficient	Privileged
	Fated	Blessed
	<b>Feelings</b>	<b>View of World</b>
	Helplessness	Hard/difficult
	Jealous/Bitter	Against Me
	Depressed	Ignoring Me



# Hearts at Peace



- Even if the outcome is negative, we are at peace.
- It is possible to invite others to peace.
- It is possible to move on, without guilt.

**When hearts are at peace, outer peace remains possible**

# + Process: Coming into Peace

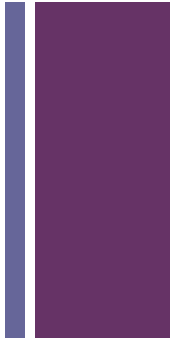


- Connect with a person with whom your heart is at war.
- Think about what they want, their challenges, their hopes, their dreams.
- Think of a unilateral gesture you could make to help them in their world.

**Unilateral Gestures of Peace Towards the Other Person  
Set us Free**



# Process: Was someone's heart at Peace with you?



- Think of a time when you caused a blunder and someone forgave you
- What would you do for this person if they made a request?
- Split room and move chair to heart at peace area.



# How long will it take?

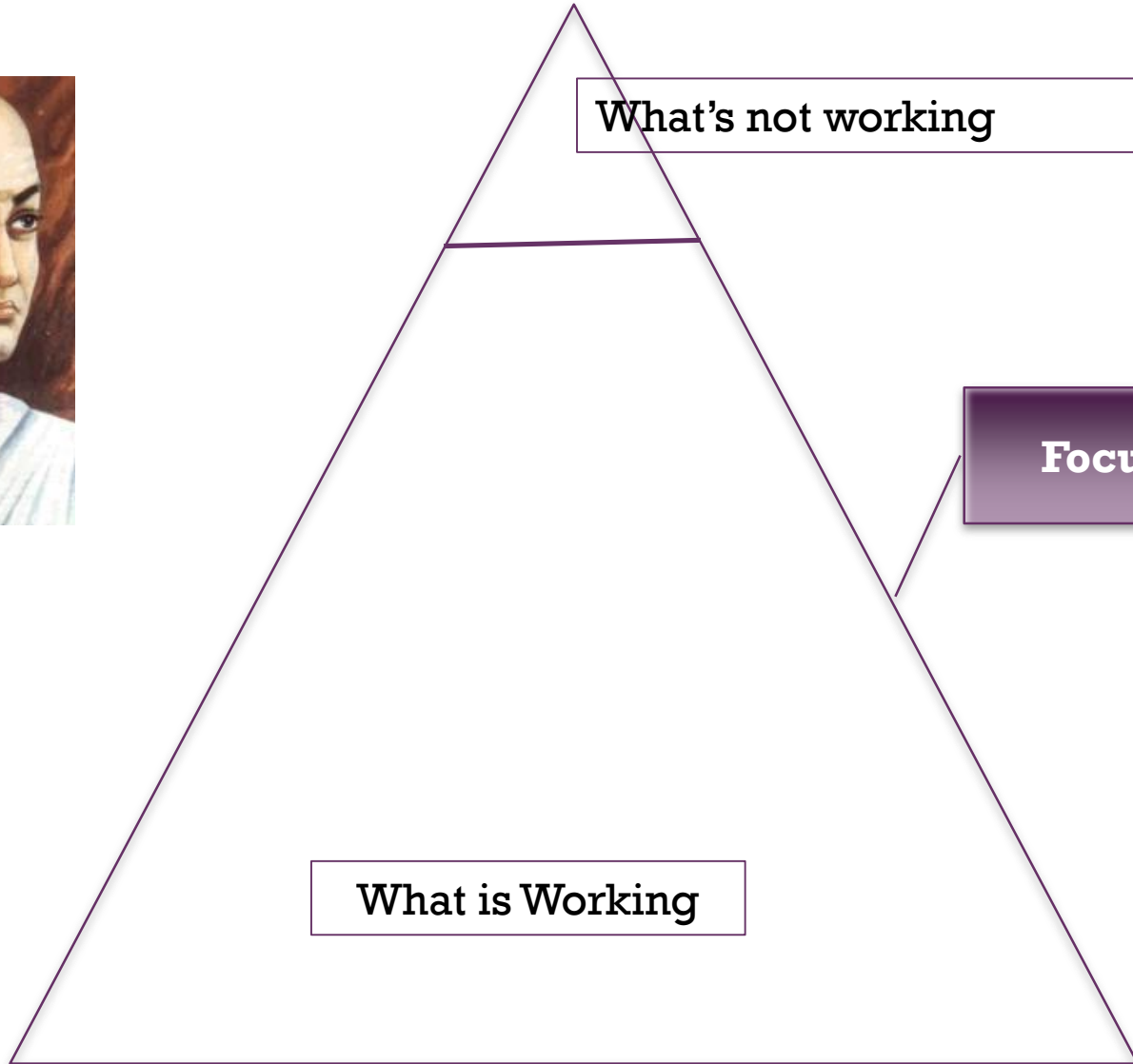
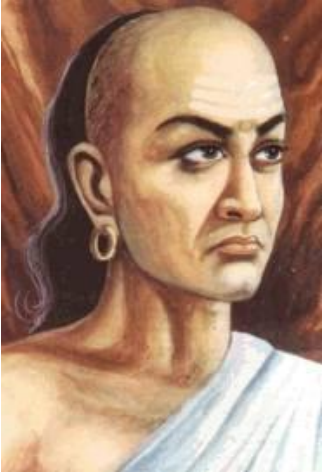
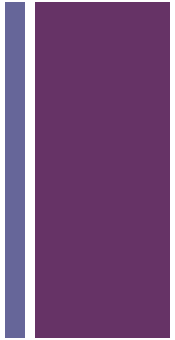


- Name : Krishnammal Jagannathan
- Area of work: Activist
- Incident: 53 sq. km to 13,000 families

**Without safety, nothing will succeed.**



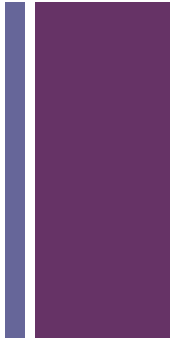
# Process 4: From Conflict to resolution







# Process: What is going right?



- Identify a conflict within the organization and try to trace it's root back to you.
- Now write down what is going right for the organization. And see how you can expand it.



# Process 4: What Boxes are you in



- Going through the list of boxes, consider what box you might be in relation to someone else.
- Find other people who are in the same box as you.
- Form a team and act out your box (and a resolution)

# + Process: Coming into Peace



- Connect with a person with whom your heart is at war.
- Think about what they want, their challenges, their hopes, their dreams.
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**Unilateral Gestures of Peace Towards the Other Person  
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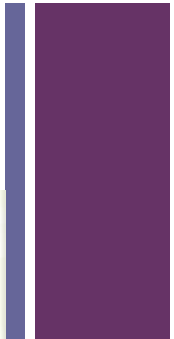


# Do's and Don't Handout



# How Conflicts Begin

Instinct: Get up and take care so she may sleep





# Disconnect from our selves – 1 ms

