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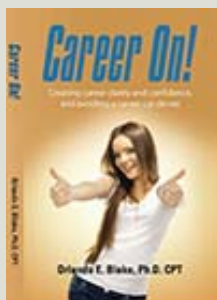
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**CAREER ON!**  
Creating Career  
Clarity and  
Confidence, and  
Avoiding a Career  
Cul-de-sac



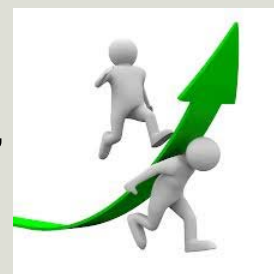
[Click the book to read  
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**Career On!** is designed to help you develop a fulfilling career. The contents are designed to

March 2014

Dear Matthew,

Several years ago, I met Tom Fentiman, a fellow mediator who made conflict resolution look easy. He was a savvy, wise, and principled mediator, who solved disputes all over the world. As my mentor, he taught me to use his process with great results.



**Conflict is hard. Resolution is SIMPLE**

**The SIMPLE Philosophy**

**Impressive  
Results!**

In this newsletter, I offer the six step **SIMPLE** approach to resolving conflicts excerpted from my **POWW!** books. It is a method anyone can use to solve interpersonal, business, or other confounding conflicts.

**The process is comprised of a three-part philosophy:**

1. I may disagree, but I will not be disagreeable.
2. I will treat others, as I want them to treat me.
3. I will remain true to my convictions and beliefs.

I may disagree, but I will not be disagreeable.

**Conflict**

**In conflict, people get lost in the situation and things become personalized. If we become disagreeable, the focus goes to the personal. If you get lost in the conflict, emotions take over.** To handle this, keep your head and don't use generalizations.

be a "roadmap" for your career development. This "roadmap" will lead you from where you are now through where you want to be, and how you can get there. Career On! has strategies for sustaining your efforts for the long haul. Keep it handy for use as a "how to" guide and a reference manual in developing your career.  
by: Orlando Blake PhD

### Testimonials

"Superior performance by the mediator in trying circumstances...would unconditionally recommend his services."

**Christopher N. Oberg,  
Ph.D. Executive Vice  
President, Western  
University of Health  
Sciences**

"I very much enjoyed meeting you the other day at the Lane Stanton Vance/Morrill Mediation and I thought you did an excellent job. It was a pleasant experience and I am glad that we were able to have the matter resolved.

**William K. Henley,  
Esq., Hahn & Hahn**

"...Promptly brought the parties together, correctly identified the critical issues had actively intervened in the parties' (or their counsel's) discussions/negotiations

**Don't say things like, "You always," or "You never."**

Acknowledge the other person's concerns, without agreeing with them. **You must be willing to accept the other person's point of view but you don't have to have the same opinion. Try saying to the other person, "I can see how you saw that and got upset." I will treat others, as I want to be treated.**



**Treat people as you would like to be treated in the same situation and stay focused on the substance of the problem. Let the other person now you accept them as they are without your need to change them.** Speak to the other person, not around them. Maintain eye contact and exhibit a tone of acceptance and tolerance. Keep this in mind no matter how bad it gets.

**I will remain true to my convictions and beliefs.**



**You don't have to change your fundamental beliefs to solve the problem. You feel more comfortable doing what you are.** Remember it is not about rearranging your chromosomes or theirs; **it is about solving the issue at hand.**

If you alter your convictions and beliefs, then the other side has you and they can move you around. Stay the course with acceptance and respect. **The benefit is self-confidence and clarity about your goal of solving the conflict.**

### Six Steps to SIMPLE Resolution

only when, as and if needed - used discretion wisely."

**Donald Snider, Esq.,  
Baer, Marks & Upham,  
LLP**

### Dr. Orlando Blake

Dr. Blake's 25 years business of experience includes certified mediator, senior executive positions for Warner Bros, Mercantile National Bank and Guess? Inc. He provided key executive career and leadership coaching for Lee, Hecht, Harrison and Right Consultants in Southern California. Orlando is a Founding Fellow of the Institute for Professional Coaching Association.

### Stay Connected



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# WIN-WIN SoLution

**S** - Separate the people from the problem. Focusing on the person usually places guilt and the person feels blamed. When the focus is on the problem, we are open to be objective about our own responsibility.

**I** - Interests are our focus, not our positions or our "Point-of-View." Our interests motivate us. Our positions are what we have decided. Attempt to understand the other person first before being understood. It builds trust!

**M** - Must Do. We must choose a goal such as: What do we want to see happen? Or "What result do we want?"

**P** - Putting our interests and concerns in line with our goal is necessary to reach a desired result.

**L** - Let brainstorming for new ideas encourage you and the other party to examine options to find a solution. Inventing stimulates new ideas that help develop the leverage we need to find a solution.

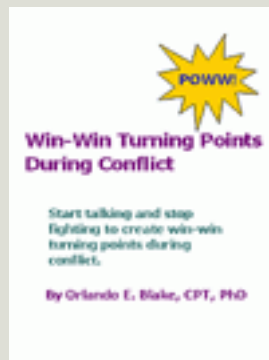
**E** - Elect the best idea to resolve the problem. The solution must substantially meet the goals of all parties.

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Recognize that people will work harder to preserve what they believe they might lose than to work at gaining something. That is why you must work to determine interests first. Seriously **review what you want and then even more seriously look at what you really need.** If you start out complicated, it won't get easier.

**Stay focused on the goal.** People can get hung up on the problem not associated with the goal. Stay on track. You might ask questions like, "We are working on an agreement to benefit all parties. Am I correct in assuming that you do not want ...?"

Adapted from: [POWW! Stop Fighting & Start Talking for](#)



**Managers and POWW! Mediation & Facilitation for HR Professionals,** available form Get To The Point Books for \$12.95 each. [Click here for Get-To-The-Point-Books.](#)



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**Call me today to discuss how to approach resolving conflicts and how to solve interpersonal, business, or other conflicts. I look forward to hearing from you.**

Sincerely,

*Orlando Blake, PhD, CPT*

The Blake Group Organizational  
Consulting LLC,  
520.455.9393 / 877.844.4969  
[www.blake-group.com](http://www.blake-group.com)  
[oeb@blake-group.com](mailto:oeb@blake-group.com)



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The Blake Group | HC 1 Box 577 | 33 Wildlife Lane | Elgin | AZ | 85611