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BEYOND CONFLICT

(Oltre il conflitto, Dalla mediazione alla relazione costruttiva)

Mc Graw-Hill, 2002

Two sisters had an orange. They both wanted the whole orange for two good reasons: the fight was unavoidable. At the end they shared the fruit. The older one, angry, drank the juice of her half orange and threw the skin. The younger one, even angrier, used the skin of her half for a tasteless cake and threw the pulp. If they had talked they would have known that one could have had the juice and the other one the skin of the whole orange to make a delicious cake.

Apparently, many times, unsolvable conflicts involve different aspects. In a conflict, mediation doesn't look for a compromise in which both parties feel defeated. It's an art based on emotional intelligence that involves listening, reformulation of the elements of the conflict and comprehension of the true reasons of the parties.

It is an indispensable discipline within judicial proceedings, in family counselling, in companies, at school and in psychotherapy. Understanding and overcoming a conflict often allow us to renew and improve a relationship. And that's far better than putting up with each other.

A book on mediation and on conflict solving is not just about our professional expertise but also about our lives, our choices and our emotions. The conflict demands our ability to interact with the others and it discloses the authenticity or the falsity, the deepness or the superficiality of the relationship we have with ourselves.

Growing in a relational and emotional competence means improving our ability to modulate and to develop that relationship to achieve self fulfilment.