

WCCS Peer Programs

Creating Environments of Peace:
Lessons Learned

The background of the slide is a dense, vibrant green pattern of tropical leaves, likely palm fronds, which are slightly out of focus. A large, semi-transparent white rectangle is centered over the image, serving as a backdrop for the text.

**Welcome and
Thanks for Showing Up**



Background

How did we get here?
and

Why Creating Environments of Peace?

Areas of Convergence

- **Incidents at the Peer Centers**
- **Workplace Violence Prevention Program**
- **Quality Improvement Audit**
 - Survey
 - Group Discussions with Programs
 - One-to-One Discussions with Staff

Number One Request: More De-escalation Training

**Over 80% of staff reported not feeling
equipped to support someone
who was escalated.**

WCCS Peer Programs Professional Development

Weekly Trainings in Staff Meetings

- **Rotating Topic Each Month**
 - **Teamwork/Professionalism**
 - **Diversity, Equity & Inclusion**
 - **Self-Maintenance and Wellness**

Scrap Other Trainings and Focus on De-Escalation

- **Expanded to Conflict Resolution**
- **Expanded further Creating
Environments and a Culture of Peace**



PSST Class Guest Facilitator: Conflict Resolution

Why me?

- Get my value and worth from my opinions
- ALWAYS think I'm right
- Destroyed every relationship prior to my recovery
- 10,000 Ways to NOT resolve conflict well (T. Edison)



Beginning the Initiative

**What do you think of when you hear
“de-escalation training”?**

What we *Did* and *Didn't* Do

Didn't focus on Skills or Tools

- “Do/Say This”
- “Don't Do/Say This”

What we *Did* and *Didn't* Do (cont.)

Did

- Conversations and Discussions
- Inward Focus
 - The most dangerous person in escalation
 - Where I have “some” agency
 - Grounded and Centered

What we *Did* and *Didn't* Do (cont.)

**Moved from TASK focused to
RELATIONSHIP focused**

What we *Did* and *Didn't* Do (cont.)

Looked at:

- Our relationship with conflict
 - Avoid
 - Fight
 - Talk it out

Which is most effective???

What we *Did* and *Didn't* Do (cont.)

Looked at:

- What conflict is
 - Look like?
 - Feel like?

The background of the slide is a dense, dark green tropical foliage, featuring long, slender leaves that resemble palm fronds. The leaves are layered, creating a sense of depth and texture. A large, white, semi-transparent rectangular box is centered over the image, serving as a backdrop for the text.

Conflict at its core is:
Needs in competition



Types of Conflict

Two Basic Types

Internal (Source of most behavioral health struggles)

- **Arises from UNRESOLVED TRAUMA or**
- **UNFULFILLED INDIVIDUATION (Being yourself, your whole self and nothing but yourself)**
- **Looks like:**
 - **Anxiety, Depression, Consumerism, Compulsive Eating, Substance Use, Codependency**
- **Needs in Competition**
 - **Feel Safe**
 - **Be Connected**

Two Basic Types (cont.)

External

- **Arises from UNRESOLVED INTERNAL CONFLICT or**
- **A FRUSTRATED DRIVE**
- **Looks like:**
 - **Political Division, Poverty, War, Divorce**
- **Needs in Competition**
 - **Feel Safe**
 - **Be Connected**
 - **Live out our Purpose**



Goals of Conflict Resolution Training

Goals of Conflict Resolution Training

- **Get LOTS of practice**
- **Respond with CURIOSITY**
- **Mindset**
 - **Opportunity to Learn and Grow**
 - **Helpful orientation to Conflict**
 - **Typical: Me vs You OR Us vs. Them**
 - **Move toward: Us vs. The Conflict**

Goal of Conflict Resolution Training is NOT:

~~Comfort~~



What's at Stake?

From PSST Materials:

Our attitude toward conflict and our ability to navigate it in a positive and effective manner is one of the greatest indicators of our quality of life.

Harvard 75-year Study

- **HEALTHY RELATIONSHIPS = HIGH QUALITY OF LIFE**

Some Thoughts

- Just as you believe in your position, so does the other person
- Martin Luther King, Jr:
 - Until you understand enough to fully represent the other perspective, no point in sharing yours
 - Ask sincere questions and *listen* to the answer

Some Thoughts (cont.)

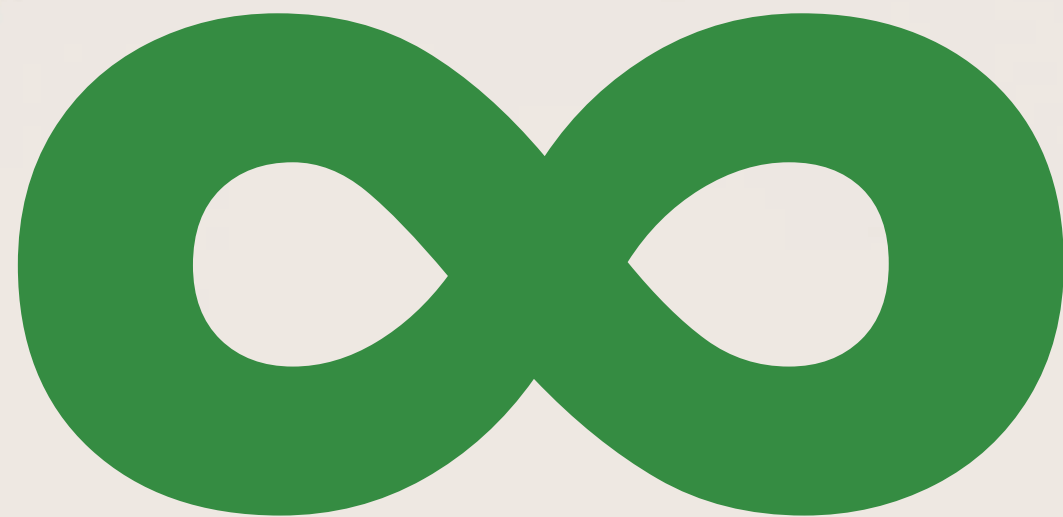
The goal is
UNDERSTANDING
not necessarily
AGREEMENT.

Some Thoughts (cont.)

- “Can you help me understand?”
 - Humility
 - Curiosity
- PLC Moral Leadership Class
 - Asking questions:
 - Reduces my own bias
 - Increases likelihood of others listening to me



Revelation



The background of the slide is a dense, close-up photograph of various tropical leaves, including palm fronds and broad-leafed plants, in shades of green and dark green. A large, white, semi-transparent rectangular box is centered on the slide, containing the text.

Remember?
Conflict at its core is:
Needs in competition

**Needs and Wants are *not*
necessarily the same thing.**

Lava vs. Heat

Presenting issue vs. Underlying need

A close-up photograph of several green palm fronds, likely from a coconut palm, arranged diagonally across the frame. The fronds are long, narrow, and pointed, with visible veins. They are set against a solid, light pink background. A white rectangular box is positioned on the right side of the image, containing the text 'Panel Discussion' in a dark green, serif font.

Panel Discussion

In one or two words, describe the last 4 months.

- Enlightenment and Curiosity
- Comfort and Possibilities
- Intentional Curiosity
- Growth and Belief
- Growth and Intention
- Staff Retention
- Connection and Trust
- Connection and Purpose
- Intuition and Peace
- Bewilderment

The Big Takeaway

It's not about THEM.

- **Four Stories of De-Escalation**
 - “I de-escalated myself.”
 - “I was different, so the interaction went well.”
- **Remember:**
 - The most dangerous person in an escalation is ME.



“In peacebuilding, humility is more than just modesty. It’s a strategic skill. True humility allows us to set aside ego-driven reactions and **create space for genuine understanding**. It is the ability to acknowledge that our perspective is limited and that **we can learn from others, even when we disagree**.

Humility in this context is not a sign of weakness. In fact, it requires two essential sub-traits: confidence and **curiosity**.

In practice, **humility builds trust**. When parties see that we approach them without arrogance...they are more likely to lower defenses and engage in good faith. **This opens the door for constructive dialogue, creative solutions, and lasting peace**.

In short, humility is not about thinking less of yourself. It’s about **thinking beyond yourself**. In peacebuilding, that shift in perspective **can be the difference between an impasse and a breakthrough.**”

– Jeremy Pollack, Peaceful Leadership Institute



**Questions,
Comments?**

Want more?

Peaceful Leadership Institute and Pollack Peacebuilding Systems

- **Asynchronous training**
- **In-person/onsite training (2 to 4 hours)**

Final Thoughts

“All people desire peace but few desire those things that lead to peace.”

– Thomas a Kempis

Contact for Questions, Presentations or Trainings

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Thank you



Peace be with you.

