



# Conflict Resiliency Framework



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**This Conflict Resiliency Framework was created for the Anusara School of Hatha Yoga by Anusara Certified teachers Kim Friedman and Tiffany Wood.**

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**Thank you.**

## INTRODUCTION

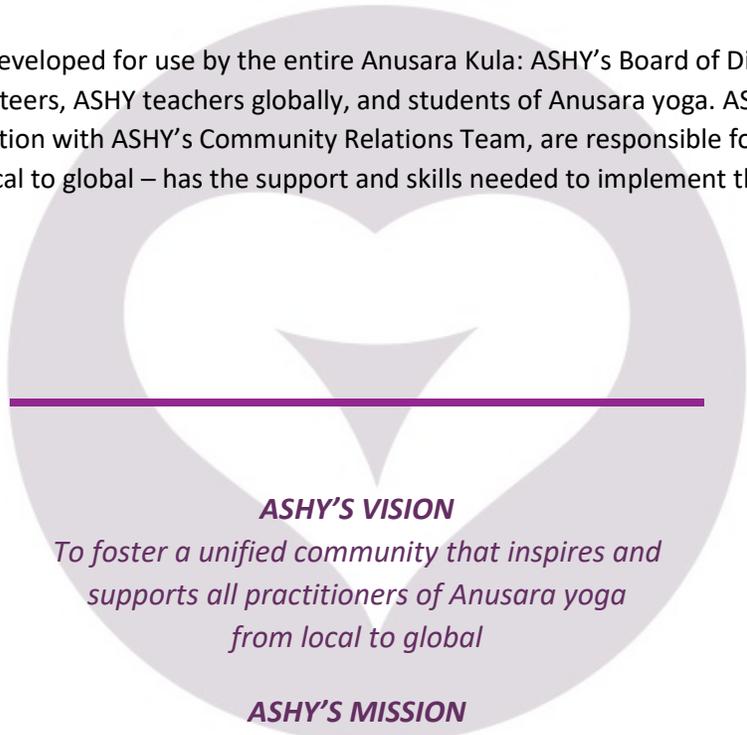
### A Word from the Anusara School of Hatha Yoga's Community Relations Team

This framework recognizes the inevitability of conflict in any community, including ours, and the importance of being a community that can withstand conflict and become stronger as a result of resolving conflicts successfully.

**This framework reflects ASHY's commitment to:**

- **Prevent conflicts from arising;**
- **Resolve conflicts that do arise in a timely manner to the satisfaction of all parties concerned;**
- **Use conflict "as a source of energy that spurs innovation, trust, and increased engagement."**<sup>i</sup>

This framework was developed for use by the entire Anusara Kula: ASHY's Board of Directors, ASHY staff members, ASHY volunteers, ASHY teachers globally, and students of Anusara yoga. ASHY's Board of Directors, in collaboration with ASHY's Community Relations Team, are responsible for ensuring that the ASHY community – local to global – has the support and skills needed to implement this framework.



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#### **ASHY'S VISION**

*To foster a unified community that inspires and supports all practitioners of Anusara yoga from local to global*

#### **ASHY'S MISSION**

*To provide the structure that promotes and sustains the growth of Anusara yoga's philosophy and methodology*

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## EXECUTIVE SUMMARY

**Conflict resiliency is the ability to recover quickly when a conflict arises.** A conflict resilient community is “...one where conflict is managed well, and not allowed to escalate. It supports you to create a more positive community and workplace by suggesting how to build commitment to change, review current practice, identify areas for improvement, present options for change and evaluate success.”<sup>ii</sup>

**“Conflict is simply the gap between what we want and what we are experiencing at any point in time. This gap generates energy because humans are highly motivated to close the gap because it isn’t comfortable. This emotional discomfort can motivate people to expend lots of energy.”<sup>iii</sup>**

ASHY’s conflict resiliency protocol begins with a self-assessment process. Individuals experiencing conflict are encouraged to try to resolve the conflict themselves. If that is not possible, they then submit a request for support to ASHY’s Community Relations Team. Options for support include:

1. **Conversation:** People talk to reach shared understanding and (hopefully) commit to action.
2. **Feedback:** People offer observations or help someone to reflect.
3. **Conflict Coaching:** A third party works with an individual to help develop insights and clarity around resolving disputes and conflict.
4. **Facilitation:** A third party helps a group to achieve a collective goal. This could involve group conferencing or what is known as appreciative inquiry.
5. **Mediation:** A third party helps to find mutual understanding and optimal action.

This framework calls on the ASHY Board of Directors to use conflict as an opportunity to strengthen ASHY’s policies and to build a more conflict resilient community.

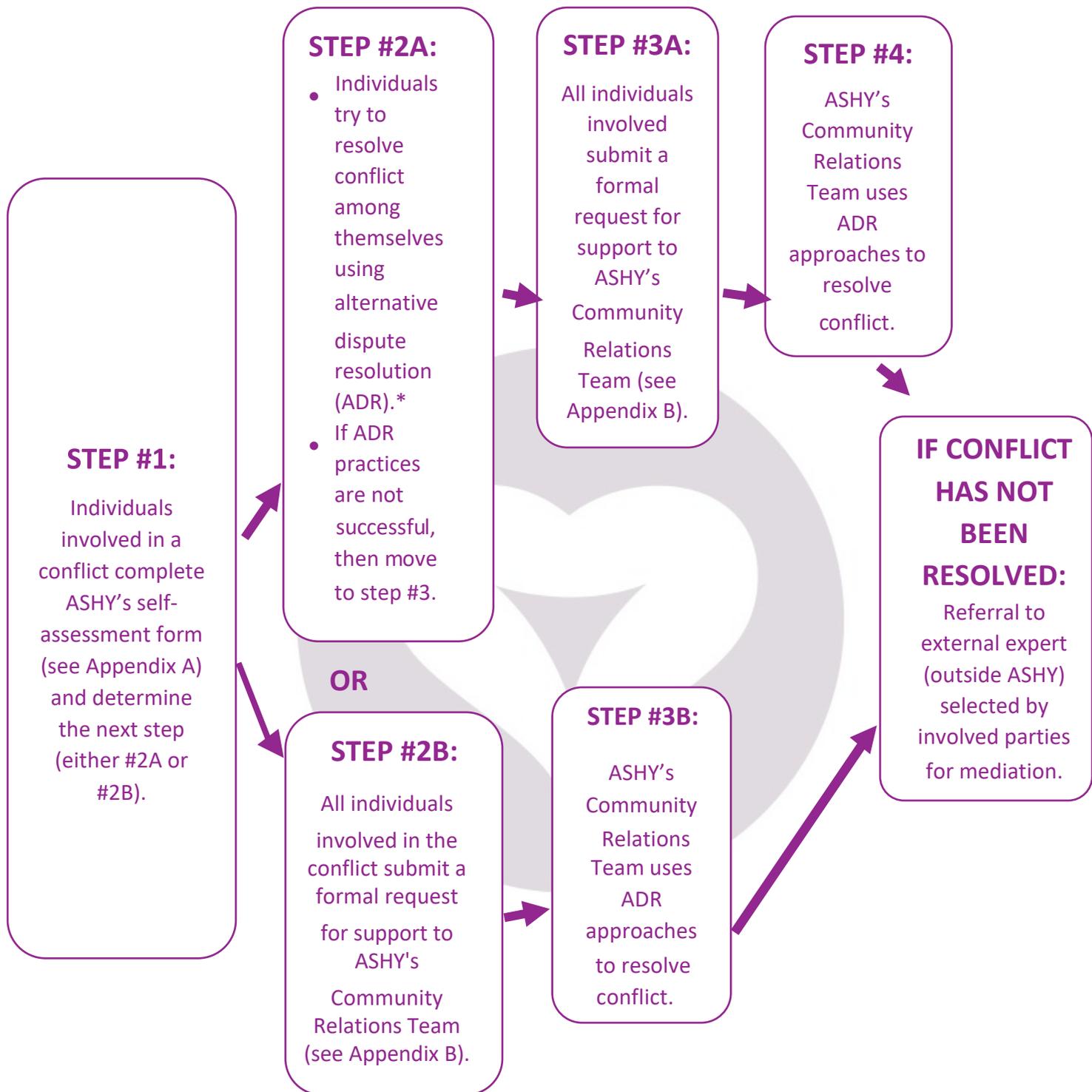
### **ASHY’s conflict resiliency protocol (page 10) is the heart of this framework.**

It reflects an effort to channel the energy generated by conflict in healthy ways that promote ASHY’s core values:

- Recognition of the sacred in the heart of all beings
- Collaboration
- Spirit of innovation
- Unity within diversity
- Excellence defined by high standards, professionalism and a desire to learn
- Mutual respect and responsibility
- Integrity characterized by fairness, honesty and transparency

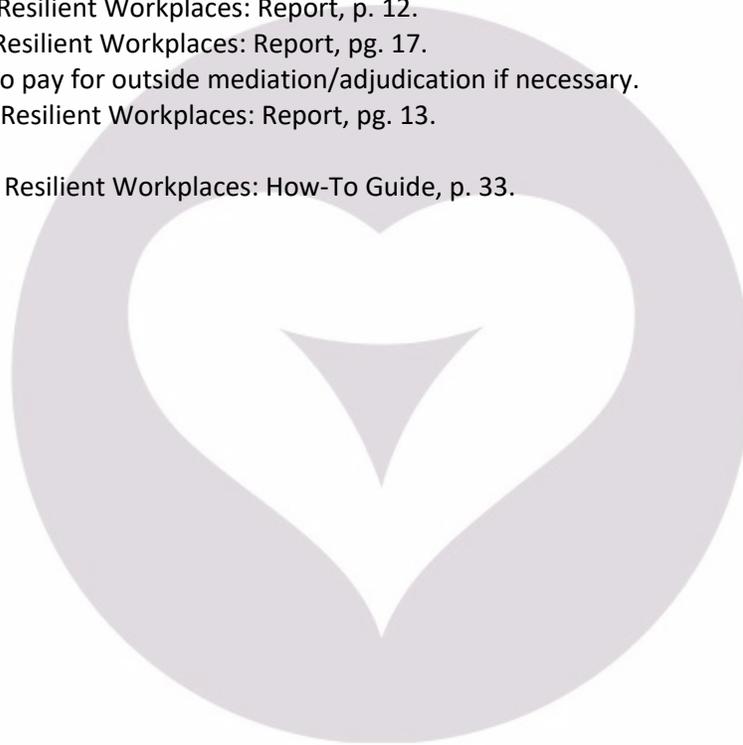
A special thanks is extended to the State Services Authority of Victoria, Australia, which produced a report and two implementation guides which are heavily reflected in this framework. Now we must ensure that the ASHY community—local to global—has the support and skills needed to implement this framework.

## 2.2.2. ASHY'S CONFLICT RESOLUTION PROTOCOL



## ENDNOTES

- <sup>i</sup> Interview with Nate Regier, co-founding owner and chief executive officer of [Next Element](#) <<http://leadchangegroup.com/using-conflict-for-good-a-conversation-with-nate-regier/>> 27 October 2016.
- <sup>ii</sup> State Services Authority, Victoria, Australia, *Developing Conflict Resilient Workplaces: A how to guide for creating more positive workplaces in the Victorian not-for-profit sector*, 2011, p. 4.
- <sup>iii</sup> Interview with Nate Regier
- <sup>iv</sup> State Services Authority, Victoria, Australia, *Developing Conflict Resilient Workplaces: A report for Victorian public sector leaders*, 2010, p. 7.
- <sup>v</sup> Interview with Nate Regier
- <sup>vi</sup> Ibid, p. 6.
- <sup>vii</sup> Victorian Public Sector Commission, <http://vpsc.vic.gov.au/html-resources/developing-conflict-resilient-workplaces-a-report-for-victorian-sector-leaders/1-introduction/>, 24 July 2016.
- <sup>viii</sup> Developing Conflict Resilient Workplaces: How to Guide, pp. 8-10.
- <sup>ix</sup> Developing Conflict Resilient Workplaces: Report, p. 12.
- <sup>x</sup> Developing Conflict Resilient Workplaces: Report, pg. 17.
- <sup>xi</sup> This includes funds to pay for outside mediation/adjudication if necessary.
- <sup>xii</sup> Developing Conflict Resilient Workplaces: Report, pg. 13.
- <sup>xiii</sup> Ibid, p. 13.
- <sup>xiv</sup> Developing Conflict Resilient Workplaces: How-To Guide, p. 33.



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