

## PREFACE

**P**laying the “Resolution” Card presents a new approach that peels back a profound layer of conflict resolution study and practice. Other approaches have successively unfolded deep practice perspectives and have laid a noble and rewarding groundwork for each succeeding development in dispute resolution. Tightening the general concentration of the previous conflict resolution methods, this book unearths some powerful and highly effective findings regarding some all too often, “taken for granted,” and in many cases overlooked, communication particulars and shares them.

Generally the contemporary books about mediation, when not just simply outlining the process, serve to enlighten the mediator’s practice with inspired premises regarding human nature in sociological and/or psychological observations. *Playing the “Resolution” Card* offers the mediator a perspective beyond the surface of personality and agenda. It provides a vantage point that probes the core of what appears to be human nature to the effectual “thought” and the “consideration of the thought” which animates it.

This book presents a working model of thought that renders the concept of “thought” less abstract and more tangible. The simple, yet practical, considerations regarding the astronomical relationship between the Sun and the Earth have, in part, inspired the development of this model. As well, observations of the mechanics in-

involved in the operation of our artificial intelligence equipment such as the computer and the television have lent influence to this design. This working model of thought serves as the basis of the purpose and practice of Thought Resolution Protocol™ introduced in this book. In this model, a distinction is made between the thought source and the processor that considers, deducts, and/or calculates it. In other words a distinction is made between what is more commonly known as the “thought” and the “thinker.” *Playing the “Resolution” Card* demonstrates the amazing effects that occur when this clear distinction is maintained by the mediator and used to springboard efforts to achieve resolution. The protocol introduced in this book explains and demonstrates to the mediator how to identify and handle contentious thought considerations as they surface. The book presents the mediator with a more valuable means by which to consider “resolution” itself. This useful consideration furnishes significant, enduring substance to the aspired successful closure of the dispute that parties seek.

Another observation regarding the contemporary books on mediation is that the astute perspectives they present are often shared in a lofty and intellectual manner that inclines the reader to “sit up straight, spit out the gum and pay attention.” *Playing the “Resolution” Card* presents its profound concepts in an insightfully, affable, engaging and down-to-earth voice. The information is shared from the view point of a real, live, working mediator and regular human being. It allows the reader to relax and easily absorb the substance of the protocol.

Typically books that tackle the concepts regarding “thought” and “inner consciousness” tend to engender mystery, idealisms and/or fantasy. Other books, in an effort to be more “scientific” when embarking on a discussion regarding thought drop the prolific mental implications in the dust altogether. They proceed to explain their theories about the physical characteristics of thought, regarding it in

respects that include electricity or other brain matter functionality. *Playing the "Resolution" Card* invites the reader on a scientific and rational mental journey. The book logically escorts him into the realm of inner consciousness, independent of physical elements, yet explicitly and recognizably real. Moreover, neither this book nor the protocol it introduces inclines the reader to embrace any specific doctrine or philosophy. Rather, it is expected that the concepts herein will inspire the reader to consider the practicality of this work by referencing his own personal, scientific, psychological, sociological, moral, philosophical or religious compass.

The stories relayed to exemplify the concepts shared in the book are told from the hip and in the true spirit of the events. Careful attention has been taken to obscure the identities of the parties and actual situations from which the stories have been taken. Any likeness to people, real or imagined, is purely coincidental. Further, Volume One comprised of a fifty flash cards set, totaling three hundred cards, is included with the purchase of this book and is easily accessible for download and no additional cost at our website [www.playingtheresolutioncard.com](http://www.playingtheresolutioncard.com) provides a handy tool for the mediator as he embarks upon the practice of mediation using the protocol. This tool is designed to assist the user to locate conflict cues quickly and easily and to reference the appropriate mediator intervention. These pre-structured questions expedite the user's strides towards fluency and graceful intervention to the end of successful conflict resolution.