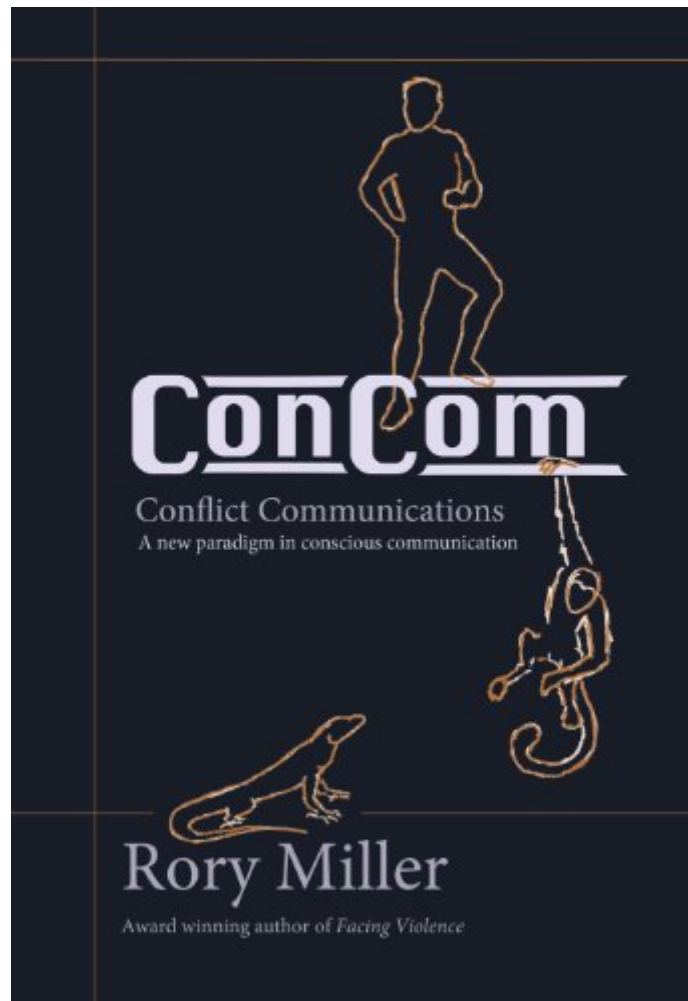


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# ConCom: Conflict Communication A New Paradigm In Conscious Communication



## Synopsis

ConCom: Conflict Communications presents a functional taxonomy to see, understand and manipulate the roots of conflict. If you have ever wondered why your boss ignored a suggestion that could save millions of dollars, or why you have the same argument again and again with your spouse, the answers are here. As well as the tools to do something about it.

## Book Information

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## Customer Reviews

Louis L'Amour's fictional character, Chick Bowdrie, walked a thin line. He could have easily fallen in with the outlaws, and nearly did so, but was grabbed in the nick of time by the Texas Rangers. And so throughout the short stories and novels, Bowdrie's ability to think within the mind of the bad guys made him a brilliantly competent and successful Texas Ranger. This capacity to think from within the predator's mind runs throughout Rory Miller's works, which is what makes them highly beneficial. Miller, a veteran Law Enforcement Officer and corrections sergeant, has pulled together another fine resource in his 168 page paperback, "Conflict Communication: A New Paradigm in Conscious Communication." • This is a book about communicating in tense and

tight situations, whether at work, in the home, at the pub, or on the street. It is written for Law Enforcement Officers, employees, supervisors, and men and women in all walks of life. Conflict Communication is the meat-and-potatoes material from the author's communications course. It presents the reader with a workable model for navigating communicative landmines, roadblocks, and traps. Miller follows an evolutionary pattern of how the brain functions and human consciousness operates. The most primal is what he calls the lizard. This is the hindbrain where the most primitive survival instincts lodge. The more developed is what he denominates the monkey brain. That part of our consciousness, the limbic system, which swims in the emotional stream and is concerned with status, social behavior and keeping the tribe alive. The most developed is the human brain, the neocortex, the youngest and newest member of the brain family. It is slower, yet gathers evidence, thinks, and weighs the options, as well as cause and effect.

I began reading Conflict Communications because a friend of mine recommended Rory Miller's work. My friend said that as much as I love communication, and given that I also really enjoy reading neuroscience and psychology, then I might find this book insightful. After reading the book, I found three things to be true: 1, the author is very direct and honest. Personally, I value this. 2, he claims throughout the book that your own common sense and experience can prove (or disprove) what he says, and 3, the book offers a compelling framework that sticks in the mind (in my case, more than I thought it would). These three points work together to create a refreshingly forthright and compelling book. Miller gets from the very beginning that you are an intelligent person who wants to communicate better. So he isn't going to give you any fluff, but instead something really practical. Even when he gives the bits of theory behind his work, he's clear that it is only a theory, and therefore is only necessary for our purposes insofar as it is useful. As for his theory, here's what sticks in my mind a couple of weeks after finishing the book: Our brains are divided into three parts: the primitive brainstem, AKA the lizard; the limbic brain for our social and emotional connections, AKA the monkey; and the rational neocortex, AKA the human. Fight / flight / freeze is the lizard. This is dangerous territory, where you can really hurt somebody, or get hurt. This means any sense of reason or social norms is offline. Social status and emotional reactions is the monkey. This is where a lot of drama and games in our lives exist -- whether that is work or relationships or whatever. It all runs on scripts.

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