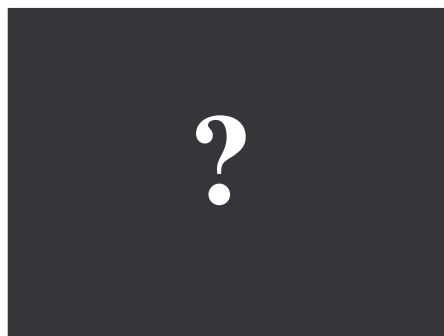


An unconventional approach to the conflict management: the Black Box theory

A person, according to this model, is a Black Box

The inner aspects are invisible



? =

Motivation

Personality

Reliability

Style

Personal credos and values

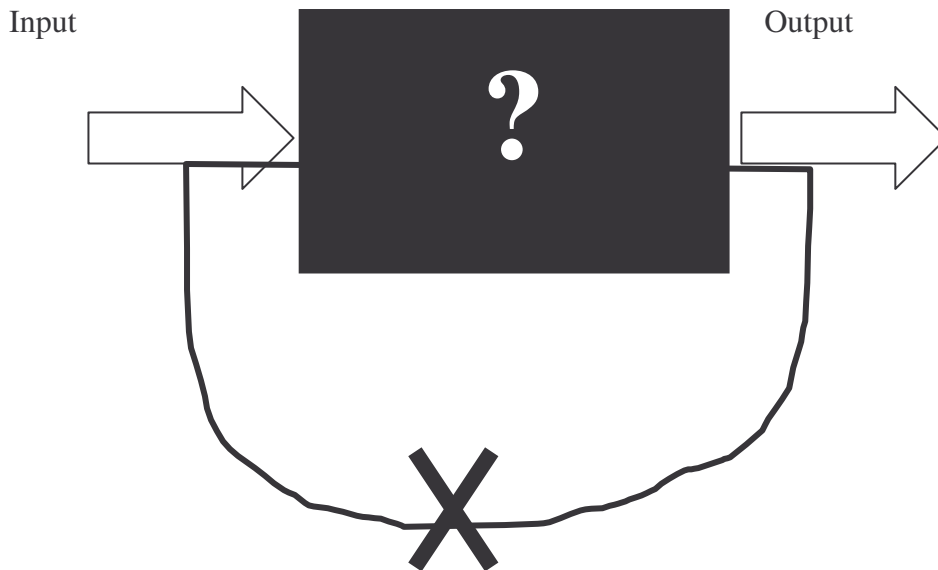
Burden of successes and failures

Psychology

Unconscious

They are all unreachable

The Black Box laws



- a) No visibility of the inner world of Human Beings
- b) Only access is through an input
- c) Only the output can be observed
- d) Links between inner world and output are not visible (if they exist)
- e) No cause-effect link between input and output. They are just applicable and observable
- f) It is better not to use intuition, observation is a better tool.
- g) Assumptions can be your worst enemy

It is like assuming a behavioural deregulation.....

These recommendations are the practical consequences:

- Do not try to understand
- Do not predict
- Do not use any strategies (as there is no «right» input)
- Do not be in a hurry to know other individuals' Black Boxes and don't rush to open yours (you have some advantages in dealing with Black Boxes)

The only «physical law»:

The Black Box is sensitive to input change, no matter what sort of change

- When a sudden and unpredictable change occurs in the input, the alertness and attention of the Black Box to further inputs are increased.
- Predictability is the death of attention.

When can a Black Box approach be used?

- When a big change has to be implemented or tackled
- The first time a contact is established
- The last time a contact is made (the ultimate hope...)
- When a person's repetitive behaviour plays against the achievement of a result
- When conflicts could have a dramatic impact

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BUT: with the Black Box approach you do not build an intensive relationship (and this has its pros and cons)