

# THE METHOD OF RESOLVING ACTUAL CONFLICT IN FIVE STAGES AND WITH FIVE CAPABILITIES BASED ON POSITIVE PSYCHOTHERAPY: THE TRUST-PHAL METHOD



## Ali Eryilmaz

Prof. Dr., Yildiz Technical University,  
Faculty of Education Psychological Counseling and Guidance,  
PPT Basic Trainer (Istanbul, Turkey)

**Email:** [erali76@hotmail.com](mailto:erali76@hotmail.com); [aeryilmz@yildiz.edu.tr](mailto:aeryilmz@yildiz.edu.tr)

**ORCID:** [0000-0001-9301-5946](https://orcid.org/0000-0001-9301-5946)

Received 15.11.2022

Accepted for publication 30.12.2022

Published 20.01.2023

## Abstract

The process of positive psychotherapy works to resolve the key, actual and basic conflicts of the clients. Although many practitioners resolve these conflicts in their own way, standard and effective methods are needed. The aim of this study is to investigate the Trust-PHAL Method, which includes resolving actual conflict in five stages with five capabilities. There are five capabilities that we use in this method to resolve actual conflict: trustworthiness, politeness, honesty, achievement, loyalty. In other words, the method can be expressed as Trust (trustworthiness) P (Politeness) H (Honesty) A (Achievement) L (Loyalty). Each capability used is consistent with the five phases of positive psychotherapy. In the study, an example is given of how the Trust-PHAL Method is used in the psychotherapy process.

**Keywords:** actual conflict, five stages, trust-PHAL method, conflict resolution, positive psychotherapy

## Introduction

When the personality structure of the client is examined, it may be seen that the person has a conflicting structure. Conflicting impulses, wants, expectations and needs of the individual create inner tension. People can reduce this tension in positive and negative ways. Conflicts do not occur only between internal psychological structures (Blatt, 2007). In interpersonal processes, people experience constant conflicts. Conflicts between people are called actual conflict in positive psychotherapy (Pesesckian, 1997). However, not every person can easily resolve these inner conflicts and may need the help of a psychotherapist.

There are many psychotherapy methods that involve examining conflicts. One of these methods is the psychodynamic approach (Herzog, 2005).

Positive psychotherapy is also a school of therapy that examines the issue of conflict. In the light of this information, in this part of the study, first of all, the subject of conflict in terms of psychodynamics is discussed. Then, the issue of conflict is discussed in terms of positive psychotherapy.

## Methodology

### 2.1. Psychodynamic Nature of the Conflicts

From a psychodynamic point of view, the area where the conflict takes place is accepted as the subconscious/unconscious. The unconscious is an example of the path that desires take to come to the surface. Moreover, the element of the personality that has an important place in the conflict is the id. The id acts according to the pleasure principle. It seeks to get out at all costs, to get satisfaction and

relief from painful tensions (Blatt, 2007; Herzog, 2005).

The unconscious is expressed as the id. During maturation and development, a part of the id is transformed into the self as a result of interaction with the outside world. Self-preservation and finding ways to resist the pressures of the id and the demands of reality are seen as essential functions of the self. Ego gains the ability to delay the instinctual discharge or to control it by some mechanism. Among these mechanisms are defense mechanisms. The superego is seen as a development of the remnants of the child's first conflicts. These conflicts relate specifically to the parent or other authority figures and the child's identification with them. The superego is the instrument of conscience; it forms the part of the conscience that is considered unconscious. The id, ego, and superego operate unconsciously. The self, that is, the ego, undertakes the role of a regulator to meet the demands coming from the id, superego and the outside world (Sandler, et al., 1992).

According to ego psychology; the concept of subconscious conflict is the conflict between impulses or their derivatives and defensive actions directed against them. Situations in which this process occurs are seen as pressures or defenses between the id and the ego and directed by the super ego (Kernberg, 2005). Conflict is desired or feared between object relations, which are based on defensively organized internal object relations (Kernberg, 1988). This is a strong emotion that object representation creates in the self. Individuals' impulses have both desirable and undesirable aspects. As a result of these desired and undesirable impulses, feelings such as guilt, punishment, loss of love and abandonment arise.

According to the psychoanalytic point of view; another type of conflict is unconscious conflicts that arise between drives or types of drives that cause them to produce defenses against each other. This conflict is the conflict between the desire to satisfy the unconscious impulses coming from the id and the ego, which also includes the pressure of the superego. At the same time, this conflict is accompanied by the relations between internalized objects. Desired or feared objects and the prohibitions of these objects are also considered as a part of this process (Kernberg, 1988).

## 2.2. Positive Psychotherapy and Conflict

All persons are born with sets of capabilities that they are not aware of, though these capabilities are always present. Although everyone has gone through the same education from the moment of

birth, other people's expectations are not fully realized, as he or she will receive training in a unique way. Each individual grows up with different capabilities by adding the thought instilled in him through education to his experiences with his family and traditions, and at the same time learning to behave in the way the social environment wants. As a result, people cannot agree, conflict arises. Of course, there is no one person at the root of conflicts. Because conflicts have their own development stories (Pesesckian, 1990).

Although the basis of conflicts is growing up with different capabilities and receiving education, in general, religion, language, race, etc. There are basic capabilities common to all people without any distinction. These are divided into primary and secondary capabilities. Secondary capabilities refer to the transmission of knowledge and the capacity to know. These reflect the norms of the social group to which the individual belongs. And also; punctuality, cleanliness, order, obedience, courtesy, honesty, frugality, etc. These secondary capabilities play an important role in relationships with people. Arrogance, sloppiness, cleanliness, uncleanness, delay, obsession with conscientiousness, and unreliability lead to psychological and psychosomatic responses in addition to social conflicts (Pesesckian, 1990). Primary capabilities are related to the capacity to love. They consist of elements such as love, patience, setting an example, time, contact, sexuality, trust and hope. In addition, these capabilities have a reinforcing effect on secondary abilities (Pesesckian, 1997).

Differentiation analysis is based on the assumption that every human being has the capacity to know and love. Disorders have nothing to do with basic capabilities. There is no such thing as a bad person. If we can't stand someone, it may be because they look different than we would like. Secondary and primary capabilities can radiate their full power when they are in harmony with each other. Disorders of true abilities can develop due to a mismatch between primary and secondary capabilities, due to a mismatch of primary abilities alone or due to problems with secondary capabilities. Basically, psychological and psychosomatic problems arise as a result of insufficient realization of real capabilities. People also differ in the importance they place on primary and secondary capabilities in their lives (Pesesckian, 1997, 2012). At this point, three important types emerge:

**Pure-primary type:** Primary capabilities are overemphasized while secondary capabilities are

underemphasized. Primary-type people, on the other hand, value primary capabilities too much, so they constantly seek help from others and avoid taking responsibility. They are constantly altruistic and suffering, or people who preoccupy themselves too much with religious matters.

**Secondary type:** Overemphasis is placed on secondary capabilities, while not enough emphasis is placed on primary capabilities. Secondary type people value secondary capabilities far more than primary capabilities and therefore live with many false beliefs. They believe that they are valuable in proportion to their success and that they can do everything alone. That's why they come across as obsessive and bigoted people.

**Double-linked type:** Primary and secondary capabilities are randomly heeded by one or more people. Apart from these two, double-bonded types arise due, to the random emphasis on primary and secondary capabilities by parents in their upbringing. These people are indecisive about almost everything and cannot decide what they want (Pesesckian, 1990, 2012).

These three different types actually stem from the education which their parents gave them as children. For example, professional mothers are basically next to the child and do what is necessary for the child. Or, because of the education she received, the worried mother tries to protect her children from all difficult and dangerous things by transferring this education to her children while raising them. All these types are the result of different forms of education. Conflict forms the basis of our behavior (Pesesckian, 1990, 2012).

### 2.3. Positive Psychotherapy and Actual Conflict

Positive Psychotherapy is an intercultural, dynamically oriented therapy that emphasizes the positive side of people. According to positive psychotherapy, the human capacities to know and love lead to the emergence of primary and secondary capabilities. Overuse or underdevelopment of capabilities is the cause of psychopathology (Eryilmaz, 2017, 2020; Peseschkian, 1997). On the other hand, using capabilities in a balanced way contributes positively to individuals' psychological functionality and is effective in resolving many conflicts.

In the process of positive psychotherapy, the key, actual and basic conflicts of the clients are tried to be resolved. Actual conflict is the conflict that arises in the process of interpersonal relationships (Eryilmaz, 2020; Peseschkian, 1997). At this point,

the actual conflict is also discussed with the name of the conflict.

The conflict arises from differences in values, interests and goals, and differences in preferences between individuals. A dispute that results in someone winning and the other losing is defined as a conflict (Fisher, 1990). In case of conflict, individuals give opposite reactions towards each other. Negative emotions are also activated during the conflict process (Fisher, 2000).

Conflict progresses through certain stages. At this point, at the beginning of the stages of conflict, a situation is formed that will reveal the conflict. In the second stage, the perception of conflict occurs with the emergence of various negative emotions in the individual. After the conflict is perceived, the third stage is the stage in which various negative conflict behaviors occur in individuals. At the last stage, situations in which the conflict is resolved or become stronger are observed (Robbins & Judge, 2008).

Conflict can have destructive effects as well as positive results. The disadvantages of conflict are that it causes negative emotions such as unhappiness, irritability and many psychological problems and causes deterioration in positive thinking. It also causes physical problems. The psychological and physical problems it causes can lead to loss of motivation, apathetic attitude, and even a decision to resign. As a result, conflict causes loss of various resources, time, energy and labor and increases costs (Kriesberg, 2007).

Apart from the negative aspects of conflicts, there are also positive aspects. Among the benefits of conflict are: making investigations and making efforts to solve the problem, helping relationships to become stronger, healthier and more satisfying thanks to productive strategies, and preventing negative feelings such as hostility. Additionally, conflicts also show benefits such as making the parties aware of their own needs, increasing the self-esteem of the individual, helping the emergence of new ideas, increasing efficiency and productivity (Deutsch et al., 2011).

### 2.4. Positive Psychotherapy and Resolution of the Actual Conflict

The approach of Positive Psychotherapy is actually a coping approach. According to the Positive Psychotherapy approach, it is seen that when people have problems and are unhappy, they cope with conflict by turning to the basic resources of Positive Psychotherapy (Pesesckian, 1997). The

following model, adapted by the author of this article from the Folkman and Lazarus (1983) coping

model, summarizes the Positive Psychotherapy approach to coping with conflict (Table1).

Table 1

**Positive Psychotherapy Process in Coping with Conflict (Adapted from Lazarus and Folkman, 1984)**

<b>Causal Antecedents → Intermediary Process → Immediate Effect → Long Term Effect</b>			
1. Individual Variable: - Capacity to Know - Capacity to Love	1.Evaluate: Experiencing actual, key, and basic conflict situations	1.Emotional Changes	1. Subjective well-being
2. Environment Variable: - Environmental demands - Environmental resources - Environmental barriers - Transient time dependent factors	2.Consulting Coping Resources: - Body - Achievement - Relationship - Spirituality/Fantasy	2.Physiological Changes	2. Health or illness
	3. Coping methods - Emotional resource-based coping: Primary Capabilities - Knowledge-Based Coping: Secondary Capabilities	3. Nature of results	3. Social functionality

When individuals encounter any conflict situation, the conflict situation has two important causal premises. One of these causal premises is the individual variable. The Positive Psychotherapy approach includes the capacities to know and love within the individual variable. Elements of the environment variable are environmental demands, resources, barriers and temporal factors. The individual evaluates the conflict situation. As mentioned earlier, three important conflict situations arise. These are the actual, key and basic conflict. In order to cope with the conflict experienced, the individual first moves toward coping resources. There are four important sources in terms of positive psychotherapy. These are the senses (body), intuition (fantasy), mind (achievement), and tradition (relation) (Eryilmaz, 2020).

Individuals tend towards one of these areas in coping with conflict. The important factor in this orientation is the individual's capital. While their bodies are an important capital for some individuals, for others, it is relationships, the field of achievement, and others consider the field of spirituality/fantasy important capital. While individuals are trying to cope in these areas, they

also use emotion-based or knowledge-based coping methods, at which point primary and secondary capabilities emerge. The fact that the capabilities are not developed means that individuals do not have mediating variables, in which case the health of the individuals is adversely affected. Too much development and overuse of talents sometimes means that individuals use their resources in an unbalanced way in conflicts, in which case the mental and physical health of the individuals is adversely affected. Using capabilities in a balanced way as coping tools creates positive effects on individuals' health (Eryilmaz, 2020).

There are many ways to resolve the underlying conflict. The foremost of these is to raise awareness of the actual conflict process in the clients. Afterwards the psychotherapist should create awareness in the clients for the examination of the elements that constitute the main conflict. Another method is to raise awareness of the actual conflict through awareness of the psychotherapist's model dimensions. Other working methods are the examination of the main conflict in terms of personality elements and the finding and

regulation of dysfunctional emotions and thoughts that arise in the main conflict (Eryilmaz, 2020).

From a psychoanalytic point of view, as in all conflict situations, in order to resolve the conflict even in the case of basic conflict, first of all, an awareness of the conflict process should be created. At this point, four important factors are effective in the formation process of the conflict. The first of these is the desire to act on sexual and aggressive impulses. This desire manifests itself when the individual turns to a certain activity or object. The second is the existence of a system that argues that these impulses are wrong and dangerous and prohibits them from taking action. Thirdly, it is the discovery of the emotions such as anxiety and depression that arise in the conflict situation. Finally, it is to reveal the defense mechanisms used by the individual (Abend, 2005).

From the point of view of Positive Psychotherapy, instead of sexual or aggressive impulses, the willingness of individuals to act on their capacity to love and know is the first stage that emerges. Next comes the phase of wanting other abilities to emerge. Third, there is the emergence of prohibitions that prevent or unwillingness to activate capabilities. The resulting emotions should be addressed and analyzed. Finally, the defense mechanisms used by the clients should be examined. In summary, asking the clients questions about the capabilities activated in the actual conflict process and raising awareness in four areas is an effective tool in the resolution of the actual conflict (Eryilmaz, 2020).

***Resolving Actual Conflict in Five Stages and Five Capabilities Based on Positive Psychotherapy: The Trust (trustworthiness) P (politeness), H (honesty) A (achievement) L (loyalty) Method***

Actual conflict is generally interpersonal conflict. Interpersonal conflict occurs when two individuals have incompatible goals, needs, and approaches in a relationship. Individuals cut off their communication as a result of these conflicts. Learning communication skills is one of the most effective solutions for resolving such conflicts (Eryilmaz, 2020).

In terms of the concepts of Positive Psychotherapy, the resolution of the actual conflict should be addressed. The most important feature of Positive Psychotherapy is that it

considers people as beings with capacity. At this point, the various capabilities of the clients can be an important tool in resolving their actual conflicts.

The method for resolving actual conflict discussed in this study is named The Trust-PHAL Method. The premise of making such a nomenclature is that it includes capabilities involved in resolving actual conflict. The capabilities of positive psychotherapy that endure the Trust-PHAL Method are trustworthiness, politeness, honesty, achievement and loyalty. Based on this fact and literature (Abend, 2005; Eryilmaz, 2020; Fisher, 2000, Peseschkian, 1997) The **Trust-PHAL** Method was developed, which includes the five phases of Positive Psychotherapy and the capabilities directly related to conflict.

**Using trustworthiness:** The word trustworthiness as a noun in the Turkish dictionaries (2022); "is defined as The state of being trustful", "assurance, reliability that the debt received can be repaid". As an adjective the word trustful is used. The word trustful means "trustworthy". It is also important to define trustworthiness in terms of Positive Psychotherapy. First of all, trustworthiness is evaluated within the scope of secondary capabilities in Positive Psychotherapy. In this context, trustworthiness means that individuals think and behave as: "trustworthiness is very important in business life and society", "a person you cannot fully trust can never be your friend" and "I always keep my promises".

It is important to use the ability of trustworthiness in the actual conflict resolution process, because due to the nature of conflict, people do not want to be losers in conflict resolution. At this point, using the capability of trustworthiness gives the message to the other party, "Don't worry, I think about your interests as well. We will create a conflict resolution method that both you and I will win. I will also protect your rights." In order to use the trustworthiness capability, we can make the following statements to the other party:

- I love you so much and I want our relationship to continue
- You are a very valuable friend/wife/colleague for me.
- I want to do many successful business dealings with you in the future as well.
- There are so many important things that you have added to my life.



- I have always protected and will protect your interests

**Using politeness:** Politeness is also used in dictionaries in various meanings. Politeness is used as a noun in the Dictionary of the Turkish Language Institution (2022). Politeness is defined as being respectful and polite to others. The concept of polite is used as an adjective. It means kind, gentle.

Politeness is also seen as a concept handled in the communication process. At this point, politeness means communicating by considering the feelings of others (Brown & Levinson, 1987). In psychology, politeness is handled in two ways, negative and positive. In the case of negative politeness, individuals face reactions such as avoidance, restraint and lack of respect. Negative politeness happens when individuals do not express themselves. Positive politeness, on the other hand, is defined as kindness that includes emotions, causes social intimacy, and includes care and approval (Brown, 2015).

It is also important to define kindness/politeness in terms of Positive Psychotherapy. First of all, politeness is evaluated within the scope of secondary capabilities in Positive Psychotherapy. In this context, politeness means that individuals "prefer to be with people with good manners". It means that the individual "always cares about the opinions of others". For individuals, it means that "it is easier to say yes than no".

In the actual conflict resolution process, using the skill of politeness has an important effect on conflict resolution. Because using the capability of politeness gives messages to individuals such as "I want to look at the conflict from your point of view, your thoughts and feelings are important to me, I care about you". Individuals who receive such messages think that they may be winning in the conflict process. As an extension of this thought, their motivation to resolve the conflict increases. In order to use the ability of politeness in the actual conflict process, the psychotherapist should ask various questions to the clients. Examples of these questions are given below:

- What do you think about the conflict we went through?
- How would you describe this conflict we are experiencing?
- What kind of feelings and thoughts did you experience during this process?
- What can you say about the future?

**Using honesty:** It is seen that the concept of honesty is used by many different scientific disciplines. Examples of these scientific disciplines are economics in the context of personnel selection (Ryan & Sackett, 1987), education in the context of cheating and academic honesty (Staats, Hupp, & Hagley, 2008). More so, religion in the context of an indicator of religiosity (Randolph-Seng & Nielsen, 2007) and social psychology (Sroufe, Chaikin, Cook & Freeman, 1976) in terms of perceiving it as a characteristic of attractive people also examine honesty as a subject.

Honesty is also used in dictionaries in various meanings. Honest is used as an adjective in the Dictionary of the Turkish Language Institution (2022). Honest is defined as a person who does not depart from truth in his words and actions. In a figurative sense, it is defined as honest, in compliance with the rules and without mistakes. As a noun, the word honesty is used. The meaning of the word honesty is examined as the state of being right and honest, behavior worthy of the right one, justice.

The definition of honesty is also important for Positive Psychotherapy. First of all, honesty is evaluated within the scope of secondary capabilities in Positive Psychotherapy. In this context, honesty means that individuals are open. Individuals when they believe that "openness and honesty are more important than being respectful to others", when they "like people who express their opinions in a very open and direct way" and "prefer to express their opinions openly", it means that they use their honesty capability at a high level.

To resolve actual conflict, the psychotherapist must teach the client to use the skill of honesty. At this stage, the client needs to present information to the other party in order to resolve the actual conflict. The client should openly present information about his/her wishes and expectations to the other party in an authentic way. Clearly presenting information about our own wishes and expectations to the other party helps the other party to understand our point of view. In this case, the uncertainty disappears. As a result of this situation, people will adjust themselves mutually.

**Using achievement:** Achievement is also used in dictionaries in various meanings. Achievement is used as a noun in the Dictionary of the Turkish Language Institution (2022). As a noun, the word achievement is defined as "success". As an

adjective, the word achievable is used. The word achievable means "achieved, overcome".

It is also important to define achievement in terms of Positive Psychotherapy. First of all, success is evaluated within the scope of secondary capabilities in Positive Psychotherapy. In this context, achievement means that individuals think "being lazy usually has bad results", "I see myself as too focused on work and success" and "I don't feel good when someone is lazy". At the same time, achievement is considered as a source of coping with conflict in the context of the business. Accordingly, individuals in the field of achievement; it means thinking and acting like "I prefer to work harder when I have problems", "I forget my problems while working" and "performance is the most important thing to me, especially when I have problems".

>From the point of view of positive psychotherapy, using the capability to achieve in order to resolve the conflict in the actual conflict process means to handle the conflict in accordance with the problem solving steps. At this point, the psychotherapist teaches the problem-solving steps to the clients. In particular, generating multiple solutions to resolve the conflict is an important success criterion. Also, it is necessary to present an option to the other party and wait and see its reaction. If the selected option does not work, it is good to go for the other option.

**Using loyalty:** Loyalty is also used in dictionaries in various meanings. Loyalty is used as a noun in the Dictionary of the Turkish Language Institution (2022). Loyalty is defined as "sincere devotion". The second meaning of loyal as a noun is "solid and strong friendship".

It is also important to define loyalty in terms of Positive Psychotherapy. First of all, loyalty is evaluated within the scope of secondary capabilities in Positive Psychotherapy. In this context, loyalty means that individuals "expect their spouses to always be loyal to them", "believe that loyalty/loyalty is indispensable for a good human character" and "when they make a decision, they must protect it no matter what".

In terms of positive psychotherapy, using the capability of loyalty to resolve actual conflict means making a deal with the other party. If an agreement has been reached, it is necessary to work to strengthen this agreement. The psychotherapist teaches the client that it is the ability to focus on the possible empowering

options in the future, to share those options with the other party, and to use the ability of loyalty.

### *2.5. Case example for resolving actual conflict with The Trust-PHAL Method*

In this study, a case example of resolving actual conflict within the framework of Positive Psychotherapy capabilities is given. The client is a 45-year-old mechanical engineer who is married and has two children. A friend owes him debts. However, he does not receive the money from his debts. This is an actual conflict situation for the client. After the Trust-PHAL method is taught to the client, the client prepares to meet with the individual who owes them. For this, the client and the therapist play a role. The psychotherapist represents the individual who is indebted to the client. The client and the therapist progress in the process step by step as follows.

#### **Stage 1- Using trustworthiness:**

**Client:** We have been working with you for a long time. I love you as a human. I respect you too. I also want our relationship to remain positive at a certain point. At the same time, I do not want our families' perceptions and love for each other to change. I don't want to run out of opportunities to do business with you in the future.

**Psychotherapist:** Thank you. You are important for me too. I think the same about you.

#### **Stage 2- Using politeness:**

**Client:** Now I want to ask you some questions. My questions:

- What do you think about what I said?
- What are your future plans?
- How can I help you with these plans?
- How can you contribute to my work?
- What do you think are the differences between us?

**Psychotherapist:** The psychotherapist asked how do you think your friend would answer these questions?

**Client:** The client gave each of the possible answers.

The answers are not given here so that they do not take up too much space.

#### **Stage 3- Using honesty:**

**Psychotherapist:** The psychotherapist asked the client to provide information about what he thought of his friend.

**Client:** I want people to get to know you more positively because as long as our disagreement continues, people are moving away from you. I don't want this. I want you to open your business.

I want your reputation not to be damaged. I even want your reputation to increase financially and morally. I also want the obstacles in front of you to disappear and your path to be opened. I want to be a facilitator for you, not a hindrance.

**Stage 4- Using achievement:**

**Psychotherapist:** They resolved the actual conflict with the client by going through the problem-solving stages. The psychotherapist asked the client to indicate the two most appropriate solutions.

**Client:** We will apply to the court. What will be the positive and negative aspects of this? Damage to reputation, financial loss (which will last three or four years) and the result of the court will not be of use to anyone and the product will become obsolete.

**Psychotherapist:** How can there be an agreement that neither of you will lose:

**Client:** Let's structure old debts, write them down and make them official, and I'll give you the work license by waiving my rights in the product.

**Stage 5- Using loyalty:**

**Psychotherapist:** The psychotherapist asks what the client will do to strengthen the agreement.

**Client:** Indicates that my friend will get his money as a result of his income. He says that he will get the relevant dates from his friend for this. He states that he will sign the mediation agreement and wait for the process to end.

Ultimately, the client talked to his friend to resolve the actual conflict. He stated that both he and his friend got very angry when he approached the conflict with his previous attitude. However, he stated that handling the conflict with this method did not produce negative emotions in either of them. He said that his friend met the situation quite calmly, and at the end of the interaction, both parties parted very happily.

## Discussion

The aims of psychotherapies are to increase the functionality of clients. Negative emotions, thoughts and behaviors of clients impair their functionality. Especially conflicts in interpersonal relationships produce negative emotions, thoughts and behaviors. Analytical oriented therapies approach conflicts from a structural perspective. The use of capabilities, which are important structures in Positive Psychotherapy, in conflict resolution is compatible with the

theoretical structure. In addition, a capability-based conflict resolution method strengthens the structural aspect of psychotherapy. In this direction, the conflict resolution method the Trust-PHAL, which is discussed in this study, is quite structural and functional.

The conflict resolution method the Trust-PHAL discussed in this study is highly compatible with the five phases of the positive psychotherapy approach. According to the Positive Psychotherapy approach, the principle of consultation means carrying out psychotherapy in five stages (Eryilmaz, 2017, 2020; Peseschkian, 1997). These stages are observation-distance, inventory, situational encouragement, verbalization, and expansion of goals. At this point, during the observation phase, the client is expected to distance himself from the problem. The trustworthiness capability in Trust-PHAL, which is a conflict resolution method, helps the client to focus on the problem objectively, to establish a therapeutic alliance between the client and the therapist, and to establish a relationship of trust. The politeness capability corresponds to the inventory stage. Asking questions to understand the client is the most important indicator of using inventory. Using the honesty capability corresponds to the situational encouragement phase. By providing information, clients are encouraged to resolve conflict. Using the achievement capability corresponds to the verbalization phase. The therapist makes an action plan to resolve the conflict with the client. Using the loyalty ability coincides with the expansion of objectives. The psychotherapist sets common goals that will strengthen the solution in conflict resolution (Table 2).



Table 2

**The adaptability of the capabilities in the Trust-PHAL method with the positive psychotherapy stages**

Stages of Positive Psychotherapy	Capabilities used in Trust-PHAL method	Main point
Observation-distance	Trustworthiness	a) Helps the client to focus on the problem objectively b) To establish a therapeutic alliance between the client and the therapist c) To establish a relationship of trust
Inventory	Politeness	a) To be empathetic b) To take perspective c) To take care
Situational encouragement	Honesty	a) Sharing information b) Being objective c) Presenting our point of view
Verbalization	Achievement	a) Using problem solving skills b) Being rational c) Producing more than one solution
Broadening the goals	Loyalty	a) Being determined b) Believing that the solution found is a good solution c) Believing that both parties win

The Positive Psychotherapy school is an approach that emerged before positive psychology studies. At this point, it is seen that Peseschkian (1997), who put forward the theory of positive psychotherapy, has a deep perspective. From the perspective of cross-cultural psychology, it is very important to be connected with others in eastern societies (collectivist cultures) (Kitiyama & Cohen, 2010). The important point that expresses this connection is the manifestation of human characteristics. The deep philosophy and religious beliefs of the East see humans not as machines but as organismic beings. It is stated that the qualities that make a human are also capabilities. In fact, according to Islamic belief, the reason why Prophet Adam was expelled from Paradise is the development of human capabilities. With these features, especially in eastern societies, the importance of capability-based conflict resolution becomes more evident. In this respect, it can be said that the actual conflict resolution method discussed in this study is culturally sensitive.

### 3.1. Recommendations for Clinical Practitioners

It is necessary to underline a few points while applying the Trust-PHAL method discussed in this study. First of all, clients' capabilities must be sufficiently developed to be able to use the Trust-PHAL method. At this point, after clinicians develop their clients' capabilities, these capabilities need to be transferred to the conflict resolution process. Secondly, psychotherapists should convey to clients the use of these capabilities in actual conflict

resolution through psychoeducation. Third, before using the Trust-PHAL method in real life, psychotherapists should enable clients to perform the role-playing technique and stages in the psychotherapy process.

## Conclusions

The aim of psychotherapies is to help individuals get rid of psychopathologies and enable them to realize themselves. The problems brought to psychotherapy may be related to the internal conflicts of the individuals as well as the conflicts arising from interpersonal reasons. Positive psychotherapy, especially of an analytical nature, has strong theoretical explanations for actual conflict. Strong theoretical explanations also need to be supported empirically. In this study, it has been shown that actual conflict can be resolved in a way that both sides gain five important capabilities in accordance with the five phases of positive psychotherapy. At this point, this study has provided empirical evidence for resolving actual conflict that is theoretically explained in positive psychotherapy. At this point, the Trust-PHAL method can be used as an important tool for resolving actual conflict from the perspective of positive psychotherapy.

## References

- [1] **ABEND, S. M.** (2005). Analyzing intrapsychic conflict: Compromise formation as an organizing principle. *The Psychoanalytic Quarterly*, 74(1), pp. 5-25.
- [2] **BLATT, S. J.** (2007). A fundamental polarity in psychoanalysis: Implications for personality development, psychopathology, and the therapeutic process. *Psychoanalytic Inquiry*, 26(4), pp. 494-520.
- [3] **DEUTSCH, M., COLEMAN, P. T., & MARCUS, E. C. (Eds.)**. (2011). *The handbook of conflict resolution: Theory and practice*. John Wiley & Sons.
- [4] **Dictionary of the Turkish Language Institution** (2019). URL: <https://sozluk.gov.tr/> [accessed: 14.11.2022].
- [5] **ERYILMAZ, A., BATUM, D., FEYZI ERGIN, K.** (2022). Examination of Self-Control in Positive Psychotherapy Structures. *The Global Psychotherapist*, Vol. 2, No.1, pp. 22-33.
- [6] **ERYILMAZ, A.** (2017). Pozitif psikoterapiler. *Psikiyatride Güncel Yaklaşımlar*, 9(3), pp. 346-362. [in Turkish]
- [7] **ERYILMAZ, A.** (2020). *Meta teori: Bir gelişim ve psikoterapi kuramı olarak pozitif psikoterapi* [Positive psychotherapy as a developmental and psychotherapy theory]. Nobel Akademi. 288 p. [in Turkish]
- [8] **FISHER, R. J.** (1990). *Needs theory, social identity and an eclectic model of conflict*. In *Conflict: Human needs theory* (pp. 89-112). Palgrave Macmillan, London.
- [9] **FISHER, R.** (2000). *Sources of conflict and methods of conflict resolution*. International Peace and Conflict Resolution, School of International Service, The American University.
- [10] **HERZOG, J. M.** (2005). Triadic reality and the capacity to love. *The Psychoanalytic Quarterly*, 74(4), pp. 1029-1052.
- [11] **KERNBERG, O. F.** (1988). Object relations theory in clinical practice. *The Psychoanalytic Quarterly*, 57(4), pp. 481-504.
- [12] **KERNBERG, O. F.** (2005). Unconscious conflict in the light of contemporary psychoanalytic findings. *The Psychoanalytic Quarterly*, 74(1), pp. 65-81.
- [13] **KITAYAMA, S., & COHEN, D. (Eds.)**. (2010). *Handbook of cultural psychology*. Guilford Press.
- [14] **KRIESBERG, L.** (2007). *Constructive conflicts: From escalation to resolution*. Rowman & Littlefield.
- [15] **LAZARUS, R. S., & FOLKMAN, S.** (1984). *Stress, appraisal, and coping*. Springer publishing company.
- [16] **PESECHKIAN, N.** (1990). Positive psychotherapy: a transcultural and interdisciplinary approach to psychotherapy. *Psychotherapy and Psychosomatics*, 53 (1-4), pp. 39-45.
- [17] **PESECHKIAN, N.** (1997). *Positive Psychotherapy: theory and practice*. Fischer TB, Frankfurt.
- [18] **PESECHKIAN, N.** (2016). *Positive psychotherapy of everyday life*. Bloomington, USA: AuthorHouse. 326 p. (first German edition in 1977).
- [19] **RANDOLPH-SENG, B., & NIELSEN, M. E.** (2007). Honesty: One effect of primed religious representations. *The international journal for the psychology of religion*, 17(4), pp. 303-315.
- [20] **ROBBINS, S. P., & JUDGE, T. A.** (2008). *Organizational behavior*. Upper Saddle River, NJ Prentice Hall .
- [21] **RYAN, A. M., & SACKETT, P. R.** (1987). Pre-employment honesty testing: Fakability, reactions of test takers, and company image. *Journal of Business and Psychology*, 1(3), pp. 248-256.
- [22] **SANDLER, J., DARE, C., HOLDER, A., & DREHER, A. U.** (2018). *The patient and the analyst: The basis of the psychoanalytic process*. Routledge.
- [23] **SROUFE, R., CHAIKIN, A., COOK, R., & FREEMAN, V.** (1976). The effects of physical attractiveness on honesty: A socially desirable response. *Personality and Social Psychology Bulletin*, 3(1), pp. 59-62.
- [24] **STAATS, S., HUPP, J. M., & HAGLEY, A. M.** (2008). Honesty and heroes: A positive psychology view of heroism and academic honesty. *The Journal of psychology*, 142(4), pp. 357-372.