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CULTURE, COMMUNICATION, AND CONFLICT

Community Leaders



**The ARTful
Conversation**

**The ART of
Inclusive
Communication**

**The Bystander
Challenge**

The Exchange

Positive Culture with Greater Impact



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THE ART OF INCLUSIVE COMMUNICATION

Learning Outcomes

In this workshop, we will reinforce a mindset of inclusiveness.

- Reflect on our personal history, our own biases, and our communication style.
- Effectively embrace, listen to, and process diverse cultural- and identity-related interactions to become more inclusive.

GROUP AGREEMENTS

- **Show respect**
- **Listen with compassion**
- **Keep confidentiality**
- **Share the airtime in breakouts**



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**“WE HAVE NO HOPE OF SOLVING OUR
PROBLEMS WITHOUT HARNESSING
THE DIVERSITY, THE ENERGY, AND THE
CREATIVITY OF ALL OUR PEOPLE.”**

- ROGER WILKINS

Civil Rights Leader, History Professor, and Journalist



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HUMBLE INQUIRY

Humble Inquiry is the fine art of drawing someone out, of asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.

Edgar Schein



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BREAKOUT

- What stood out for you about a leader's sources of power?
- How does humble inquiry relate to being an inclusive leader?

Cultural Humility

A lifelong process of **continuing to learn** about, **be open** to, and be **respectful** of the **cultures** and **values** of others.

Cultural humility gives us a **greater understanding** of cultures that are different from our own and helps us **recognize** each person's **unique cultural experiences** and **expression**.

Further, it helps us **counteract the assumption** that what we are accustomed to is "**the norm**."

BREAKOUT

- Identify one aspect of your life experience/identity/history that will help you maintain cultural humility.
- Identify one aspect of your life experience/identity/history that could be challenging as you strive to be culturally humble.

TYPES OF COGNITIVE BIASES THAT BLOCK OUR ABILITY TO LEAD INCLUSIVELY

In-group Bias

is the tendency to favor one's own group, particularly in reference to other groups (Dictionary of Psychology).

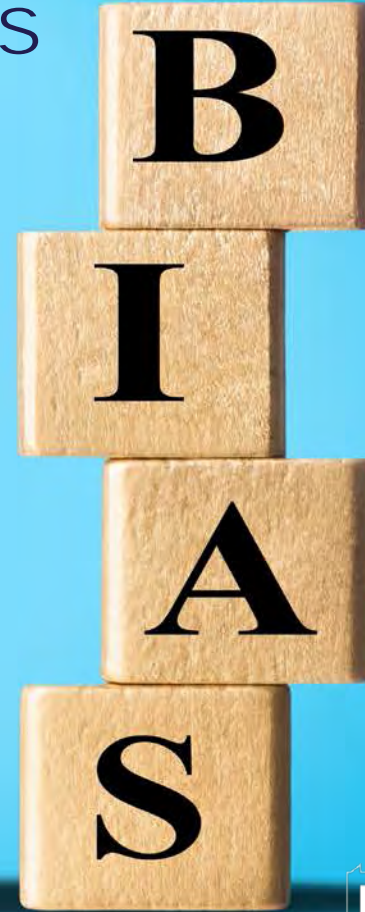
Confirmation Bias

is the tendency to look for information that supports, rather than rejects, one's preconceptions, typically by interpreting evidence to confirm existing beliefs while rejecting or ignoring any conflicting data (American Psychological Association).

OVERCOMING THE IMPACT OF BIAS

What is the benefit of being aware of your biases as a community leader?

What can you do to overcome the impact of in-group bias and confirmation bias?



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CULTURAL AWARENESS

HAMMER'S CONFLICT STYLE INVENTORY



**Direct
Communication**

**Indirect
Communication**

DISCUSSION
STYLE

ENGAGEMENT
STYLE

ACCOMMODATION
STYLE

DYNAMIC
STYLE

**Emotionally
Restrained**

**Emotionally
Expressive**



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BREAKOUT

- **What are the strengths of your style?**
- **How do you show respect to your style?**
- **How do show respect to other styles?**

INTERCULTURAL DEVELOPMENT CONTINUUM

Adapted from Bennett's Model of Intercultural Sensitivity

MONOCULTURAL MINDSET

MULTICULTURAL MINDSET



BREAKOUT

- Where would you place yourself on this continuum?
- Share a time when you were at a different place and what led to your growth.
- How do you interact with others who are at different places on this continuum?

A CTIVE AWARENESS

- ▶ Remain nonjudgmental of the other person
- ▶ Refrain from projecting your own mindset onto them
- ▶ Manage your neutrality, and check your reaction

R ESPOND RESPECTFULLY

- ▶ Utilize questions to engage the individual
- ▶ Acknowledge emotions and experience
- ▶ Connect what they are saying to their needs

T ROUBLESHOOT TOGETHER

- ▶ Help them gain a better understanding (not agreement) of the others' perspectives
- ▶ Focus on needs in order to collaborate comfortably despite the different perspectives

TIPS FOR
INTERACTING
WITH OTHERS



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The ART of Inclusive Communication

- A Leader's Sources of Power
- Humble Inquiry
- Cultural Humility
- In-Group Bias / Confirmation Bias
- Conflict Styles
- Intercultural Development Continuum

What is one takeaway for you from today's session?

WHAT'S NEXT

- Watch "How to Build Inclusive Teams" to conclude the ARTIC
- For next week, Watch "Bridging – Toward A Society Built on Belonging"
- Next week: The Bystander Challenge



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