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CULTURE, COMMUNICATION, AND CONFLICT

Community Leaders

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

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The ARTful Conversation
The ART of Inclusive Communication
The Bystander Challenge
The Exchange
Positive Culture with Greater Impact
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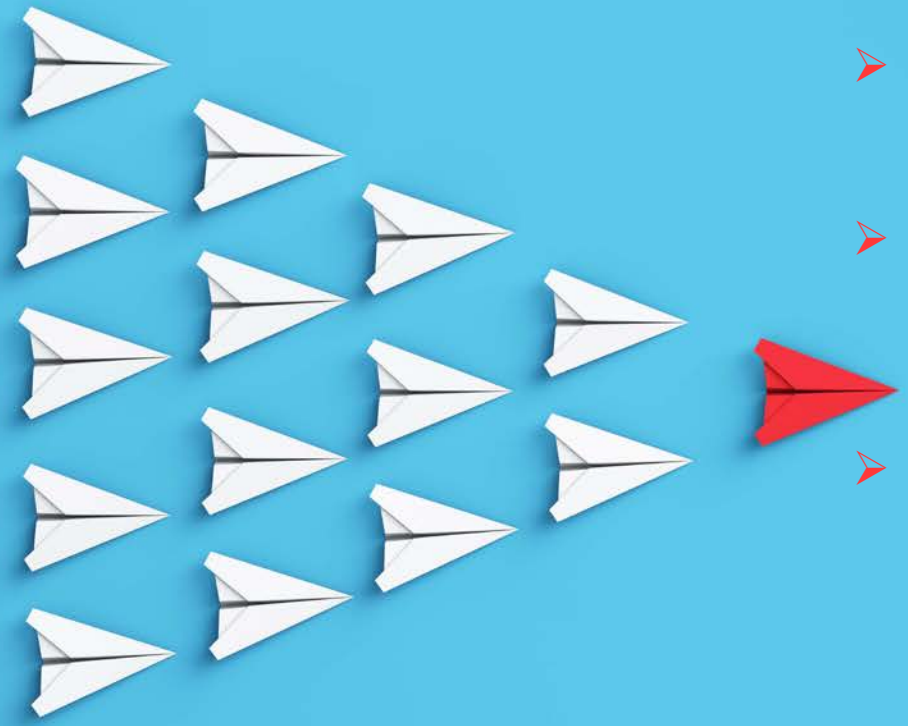
Culture, Communication, and Conflict:

Overall Learning Outcomes



- Effectively handle challenging one-on-one conversations (The ARTful Conversation)
- Implement strategies and techniques to embrace and promote inclusivity (The ART of Inclusive Communication)
- Respond to microaggressions and empower others to become thoughtful upstanders while creating a sense of belonging in our communities (The Bystander Challenge)
- Lead collaborative conflict resolution processes (The Exchange)

"People will forget
what you said,
people will forget
what you did,
but people will never
forget how you
made them feel."
- Maya Angelou
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GROUP AGREEMENTS

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

FIRST BREAKOUT

INTRODUCE YOURSELF
YOUR ROLE
GREATEST CHALLENGE
YOUR THOUGHTS ABOUT BURST VIDEO

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THE ARTFUL CONVERSATION

Learning Outcomes

This workshop will provide a useful framework for active listening that will establish the philosophy and skills to create a psychologically safe environment.

- Listen actively and empathetically
- Treat all stakeholders with respect and dignity
- Demonstrate approachability and openness

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THE ARTFUL CONVERSATION

ACTIVE AWARENESS

RESPOND RESPECTFULLY

TROUBLESHOOT TOGETHER

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Recognize Style Differences

Check Your Bias and Your Ego

Process Your Perceptions

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The top of the tree is what people say when they are in conflict: THEIR COMPLAINTS
Below the surface is what's really important to them:
THEIR UNDERLYING NEEDS
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BREAKOUT

DETERMINE:

A's: Ellen's Needs / Collaborative's Needs

B's: Angelica's Needs / Mike's Needs

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Demonstrate understanding

Acknowledge and identify needs

Ask open-ended questions

Acknowledge your responsibility

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How do you respond
RESPECTFULLY with
your TONE and
your BODY LANGUAGE?
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RESPOND RESPECTFULLY:
A Key Step *Before* Problem-Solving

DEMONSTRATE UNDERSTANDING
Recap speaker's main concerns in your own words

ACKNOWLEDGE IMPACT
Reflect the person's feelings

IDENTIFY NEEDS
Say what you think their underlying needs were

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BREAKOUT

A's will share a recent conflict

B's will Respond Respectfully

THEN SWITCH ROLES

DEMONSTRATE UNDERSTANDING

Recap speaker's main concerns in your own words

ACKNOWLEDGE IMPACT

Reflect the feelings the person had

IDENTIFY NEEDS

Say what you think their underlying needs were

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Share your perspective in a nonconfrontational way

Make sure everyone's needs are addressed

End on a positive note

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BREAKOUTS

How do you share your perspective in a nonconfrontational way?

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TROUBLESHOOT TOGETHER

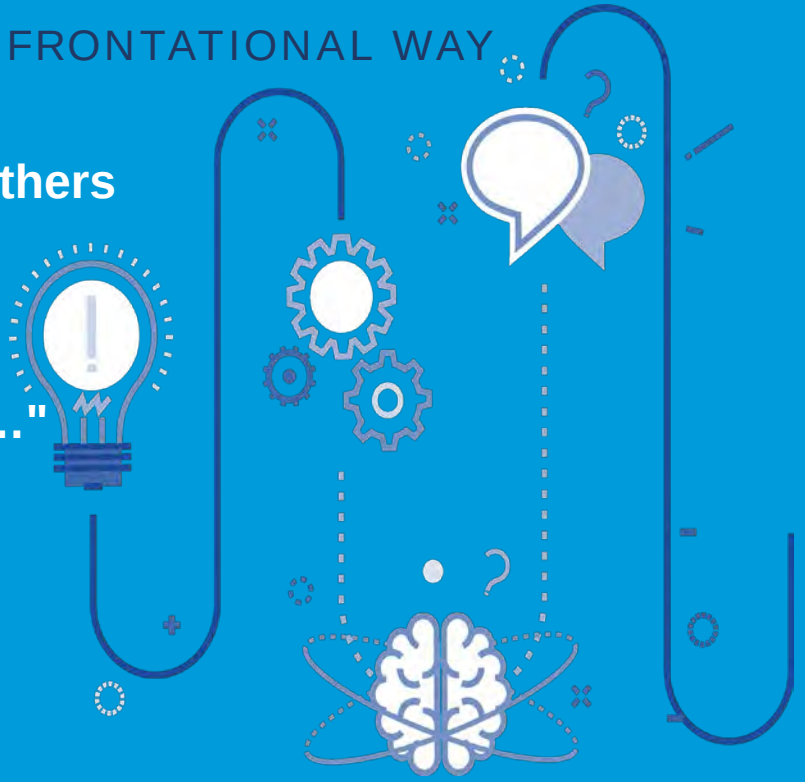
SHARE YOUR PERSPECTIVE IN A NONCONFRONTATIONAL WAY

State how the situation is affecting you or others without attacking the other person.

State your interests: "One thing that is important to me/our organization is …"

Use "WE" statements: "I'd like it if we could figure out a way to …"

State organizational values: "We value ... and for this reason, I need to …"



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Facilitate Problem-Solving: The 5 D's

GOALS

- Identify and determine possibilities
- Create an action plan

DEFINE
Each participant states their perspective on the issue

DEVELOP
All explore possible solutions

DETERMINE
Leader identifies interests of participants.

DECIDE
The leader and the participants choose best options

DOCUMENT
Later, the leader writes points agreed upon.

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Active awareness

- Recognize style differences
- Check your bias and your ego
- Process your perceptions

Respond respectfully

- Demonstrate understanding
- Acknowledge and identify needs
- Ask open-ended questions
- Acknowledge your responsibility

Troubleshoot together

- Share your perspective in a nonconfrontational way
- Make sure everyone's needs are met
- End on a positive note

A CTIVE AWARENESS

R ESPOND RESPECTFULLY

T ROUBLESHOOT TOGETHER

WHAT'S NEXT

- Watch Burst Video on A Leader's Use of Humble Inquiry
- Next week: The ART of Inclusive Communication

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

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