



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 EXCHANGE

Learning Outcomes

In this workshop, we will:

- Learn a structured process to help others resolve conflict.
- Utilize the skills learned in previous sessions to engage in an interest-based approach for managing community conflicts.



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GROUP AGREEMENTS

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



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The opportunity for cooperation is there, even in our most vexatious disputes, if we only bother to look for it.

— *William Raspberry*
Avoiding the Adversarial Approach



CONFLICT RESOLUTION APPROACHES

AUTHORITY

Use of
Formal
Power

POLICY

Rules/
Standards
of Conduct

INTERESTS

Consideration
of Needs

THE EXCHANGE



STAGE 1
**Hold
Private
Meetings**



STAGE 2
**Develop
Agenda**



STAGE 3
**Hold Joint
Meeting**



STAGE 4
**Facilitate
Problem
Solving**



BREAKOUT

**What stood out for you watching Stage 1
of the Exchange process?**

Also, discuss the following:

- **Communication skills by facilitator**
- **Goals and benefits in the private meeting**



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STAGE 1

Hold Private Meetings

GOALS

- ▶ Gather enough information to identify concerns
- ▶ Prepare participants for joint meeting

TASKS

- ▶ Clarify purpose
- ▶ Clarify leader's interests
- ▶ Hear perspectives

TECHNIQUES

- ▶ Listen effectively
- ▶ Respond respectfully
- ▶ Ask questions



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BREAKOUT

PRACTICE STAGE 1

A: Facilitator

B: Mike



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STAGE 2

Develop Agenda

GOALS

Develop a plan for the joint meeting

TASKS

► Icebreaker

- Topic that opens the conversation in a constructive way

► Impact

- How the parties have reacted to the situation

► Issues

- Specific issues that need to be resolved

TECHNIQUES

Form issues in non-escalating language



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A background image showing three people in a meeting. A man with a beard and light blue shirt is on the left, looking towards the center. A woman with dark hair and a dark blue shirt is in the middle, looking towards the right. A man with glasses and a blue shirt is on the right, looking towards the center. They are sitting around a table with papers and pens.

STAGE **3**

Hold Joint Meeting

GOALS

- ▶ **Assist participants in developing an understanding of how the situation impacted each other and the community**

TASKS

- ▶ **Hold three-way conversation**
- ▶ **Implement agenda**

TECHNIQUES

- ▶ **Listen effectively**
- ▶ **Respond respectfully**
- ▶ **Ask questions**





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

The leader identifies interests of participants and the group



DECIDE

The leader and participants choose the best options



DOCUMENT

Later, the leader writes up the points agreed upon





BREAKOUT

**Discuss what you noticed in
Stages 3 and 4**



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WHAT WE'VE COVERED



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The ARTful Communication Strategy



Human-Centered Leadership



Underlying Needs and Values



Humble Inquiry



Sources of Power and Their Use

WHAT WE'VE COVERED



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Managing Bias



Hammer Conflict/
Communication Style



Intercultural Awareness
Inventory



A Leader's Role in Upstanding
and Creating Belonging



The Exchange Strategy

The background of the slide is a blue-tinted photograph of several people sitting around a table in a meeting or workshop setting. A large, semi-transparent white circle is centered on the slide, containing the text.

BREAKOUT

Discuss what resonated with you in the
Culture, Communication, and Conflict
Certificate program.

**What is one commitment that you will make
to apply the learning from the series?**



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WHAT'S NEXT

For information on other workshops or community building circles, contact Dania Brett, Outreach Manager, at dbrett@ncrconline.com.

CONGRATULATIONS!



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