



CULTURE, COMMUNICATION, AND CONFLICT

Community Leaders



**NATIONAL
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CENTER.**

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





“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).

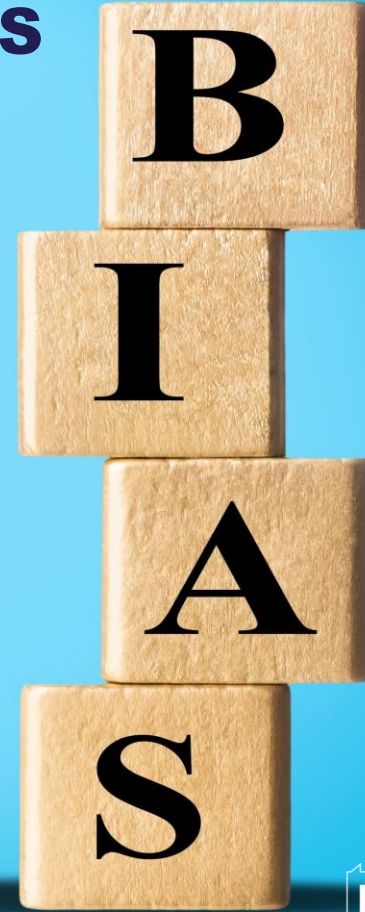
Confirmation Bias

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

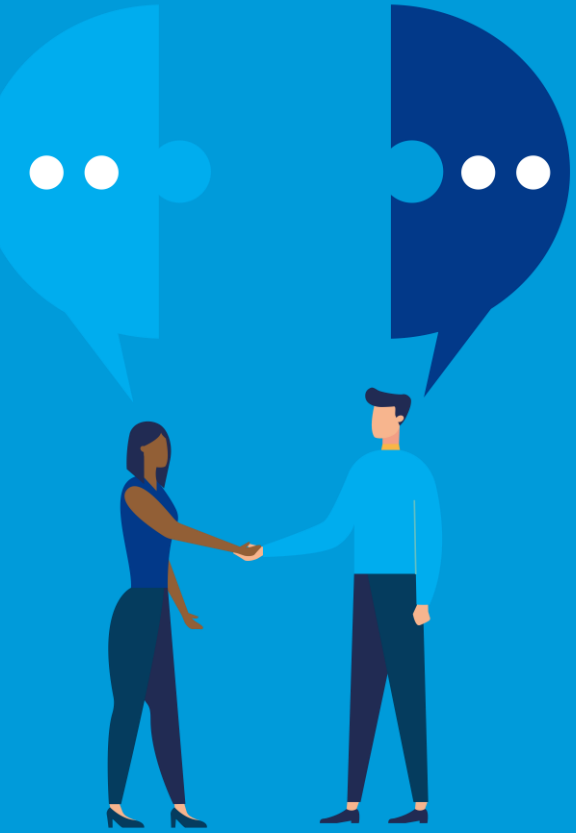
What is the benefit of being aware of your biases as a community leader?

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



CULTURAL AWARENESS

HAMMER'S CONFLICT STYLE INVENTORY



Direct
Communication

Indirect
Communication

**DISCUSSION
STYLE**

**ENGAGEMENT
STYLE**

**ACCOMMODATION
STYLE**

**DYNAMIC
STYLE**

Emotionally
Restrained

Emotionally
Expressive





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



**Lacking
Awareness**

**Some
Awareness**

**Minimized
Awareness**

**Heightened
Awareness**

**Recognized
Awareness**

Denial
of other cultures

Polarizing view
of other cultures

Assumes we
are alike

Curious and open
to cultures

Actively adapt
to cultures

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?**

ACTIVE AWARENESS

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

RESPOND RESPECTFULLY

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

TROUBLESHOOT 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 – Towards A Society Built on Belonging"**
- **Next week: The Bystander Challenge**



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