



# **CULTURE, COMMUNICATION, AND CONFLICT**

## **Community Leaders**



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**The ARTful  
Conversation**

**The ART of  
Inclusive  
Communication**

**The Bystander  
Challenge**

**The Exchange**

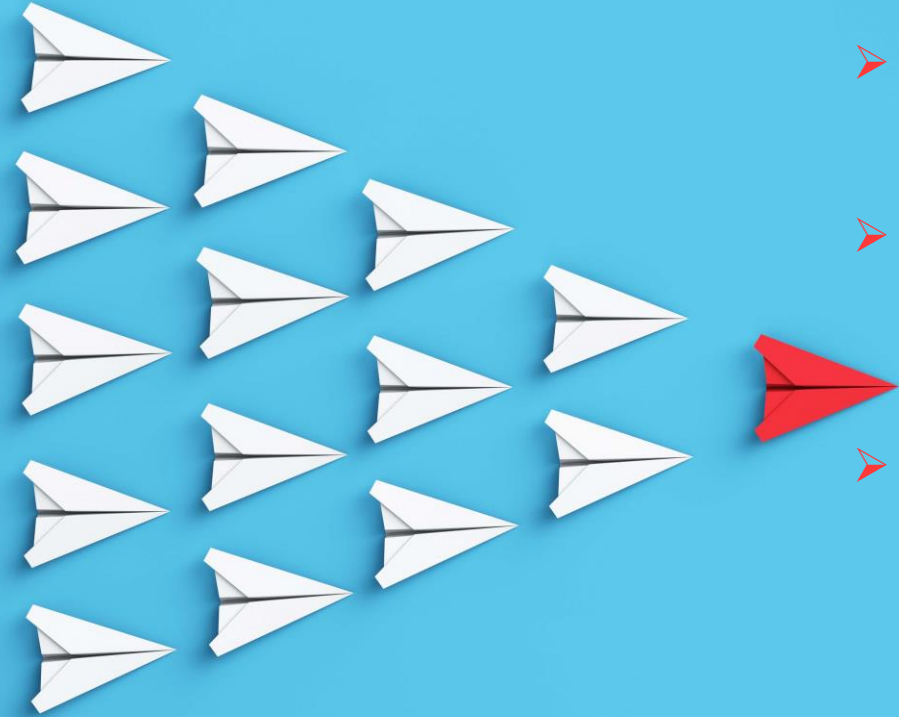
**Positive Culture with Greater Impact**



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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)


# GROUP AGREEMENTS

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



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An aerial photograph of a stone plaza. In the center, a quote is written in large, bold, dark blue letters. To the right, two people are looking at their smartphones. To the left, three people are standing and talking. The ground is made of large, light-colored stone tiles.

**"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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**FIRST BREAKOUT**

**INTRODUCE YOURSELF  
YOUR ROLE  
GREATEST CHALLENGE  
YOUR THOUGHTS ABOUT BURST VIDEO**



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## 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**



# THE ARTFUL CONVERSATION

**A**CTIVE AWARENESS

**R**ESPOND RESPECTFULLY

**T**ROUBLESHOOT 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**





**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

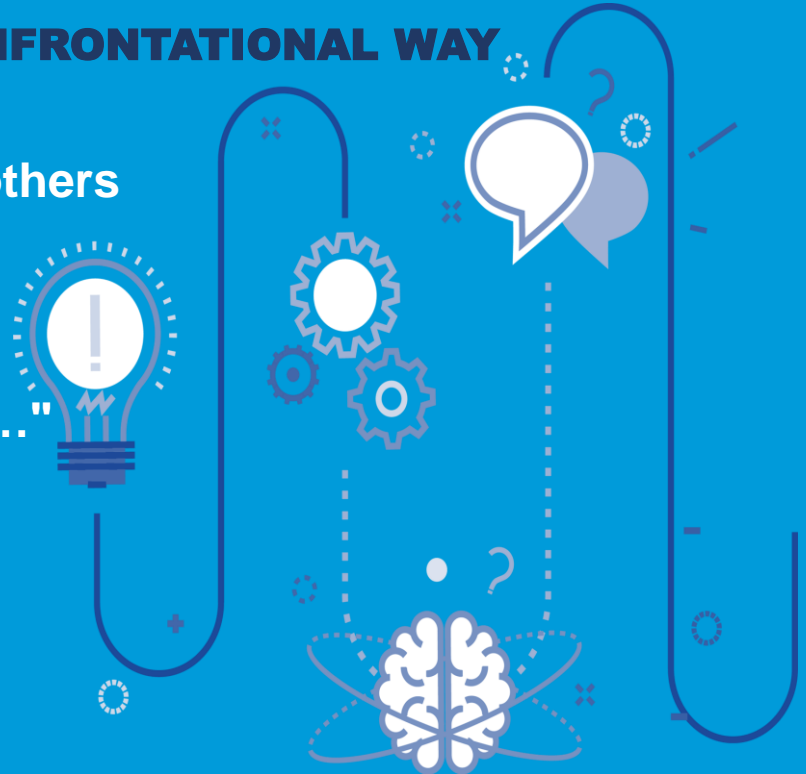
**SHARE YOUR PERSPECTIVE IN A NONCONFRONTATIONAL WAY**

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.

# 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 RESPECTULLY

**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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