

CULTURE, COMMUNICATION, AND CONFLICT

Community Leaders











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.



GROUP AGREEMENTS

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



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



A Workplace Conflict

Ximena New Employee



Acacia Team Member



Catherine Long-Term Employee







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CONFLICT RESOLUTION APPROACHES



THE EXCHANGE

STAGE 1 Hold Private Meetings

STAGE 2 Develop Agenda

Agenda

STAGE 3 Hold Joint Meeting STAGE 4 Facilitate Problem Solving



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

Also, discuss the following:

- Communication skills by facilitator
- Goals for and benefits of the private meeting



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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



PRACTICE STAGE 1

A: Facilitator B: Ximena



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GOALS

Develop a plan for the joint meeting

STAGE

<u>2</u>

TASKS

Icebreaker

 Topic that opens the conversation in a constructive way

Develop Agenda

Impact

 How the parties have reacted to the situation

Issues

 Specific issues that need to be resolved

TECHNIQUES

Form issues in non-escalating language

STAGE <u>3</u>

Hold Joint Meeting

GOALS

Assist participants to develop 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



Discuss what you noticed from Stages 3 and 4

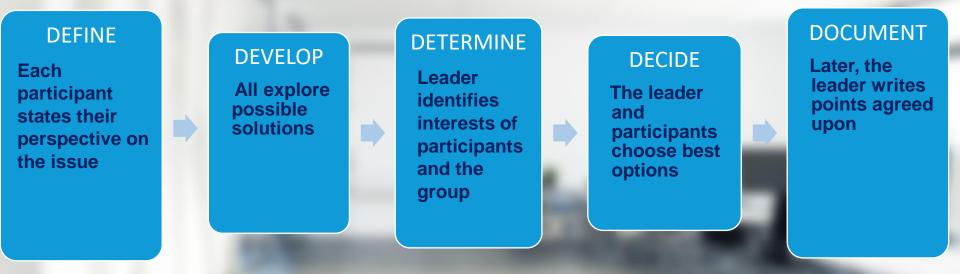


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Facilitate Problem Solving: The 5 D's

- Identify and determine possibilities
- Create an action plan





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



Managing Bias



Hammer Conflict/ Communication Style



Intercultural Awareness Inventory



A Leader's Role in Upstanding and Creating Belonging



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The Exchange Strategy

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

Link

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

CONGRATULATIONS!

