



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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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



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A Workplace Conflict

Ximena
New Employee



Acacia
Team Member



Catherine
Long-Term Employee





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 for and benefits of the private meeting**





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: Ximena



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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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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





BREAKOUT

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



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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 and the group



DECIDE

The leader and participants choose best options



DOCUMENT

Later, the leader writes points agreed upon

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



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 Project and Outreach Manager Dania Brett dbrett@ncrconline.com.

CONGRATULATIONS!



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