NCRC NATIONAL CONFLICT RESOLUTION CENTER™

DIALOGUE IN DIVISIVE TIMES

Programs for Faculty, Staff, and Students in Higher Education





“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

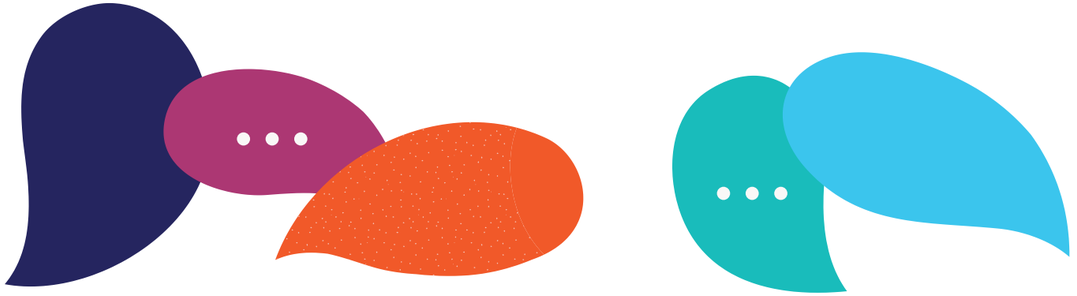
— Maya Angelou

Cultures of Disrespect. Polarized Communities. High Levels of Intolerance.

There are so many issues that create conflict on campuses - issues that school leaders, professors, students, and community members grapple with daily.

As education leaders, you are at the forefront of addressing complex issues that arise in divisive times. From managing differing viewpoints to de-escalating conflict, navigating these challenges requires real-world, practical communication skills. That’s why institutions like Stanford University have reached out to National Conflict Resolution Center (NCRC) to develop sophisticated programs to help meet these changing needs.

NCRC can create a customized training plan for you based on the following menu of services.



DIALOGUE IN DIVISIVE TIMES

NCRC developed the "Dialogue in Divisive Times" training to help participants navigate differences constructively, preparing them to manage situations of conflict with confidence, both now and in the future.

Participants will learn to:

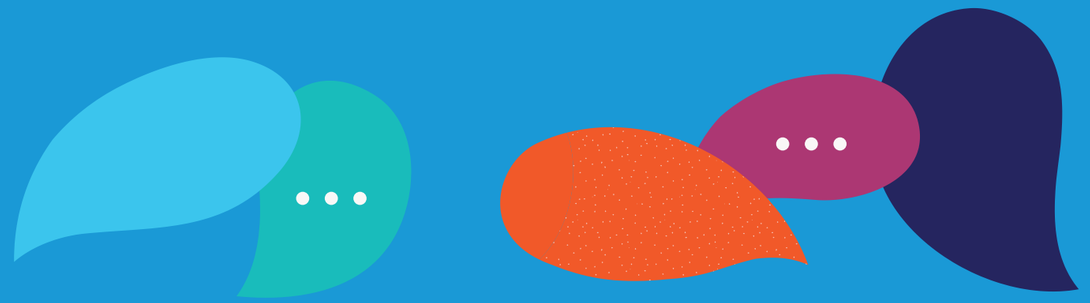
- Set up their conversation for success, by considering certain factors that influence their perceptions.
- Identify the needs and values at play.
- Consider their role in both driving conflict and finding common ground.
- Identify biases and how they affect their ability to communicate openly and constructively.
- Explore America's divisions today, both real and imagined.
- Actively listen to build connection and deepen mutual understanding.
- Tell their perspective in a non-confrontational way as part of collaborative problem-solving.

COMMUNICATE TO DE-ESCALATE

Learning de-escalation techniques will prepare individuals to navigate difficult conversations and maintain safety, respect, and dignity for everyone involved, while helping to slow down, reduce, or prevent further conflict.

Participants will learn to:

- Develop strategies to process their own thinking and manage how it is impacting their interaction with the public.
- Refine active listening skills to allow individuals to feel heard.
- Problem-solve along with others to reach a resolution by giving options, employing objective criteria, and drawing on shared values.
- Use verbal and nonverbal de-escalation strategies.



THE BYSTANDER CHALLENGE

What is a bystander's role when inappropriate behavior occurs? The Bystander Challenge will empower participants to have challenging conversations in ways that demonstrate respect, inclusiveness, and dignity for everyone involved.

Participants will learn to:

- Identify the reasons for bystander inaction.
- Evaluate situations and decide the best course of action.
- Speak up effectively when you encounter red-flag behavior.

THE EXCHANGE

The Exchange helps foster a culture where each person can share their perspective and be heard, then work together to identify solutions. Through observation and practice, using realistic scenarios, participants learn practical principles for successfully managing conflict, and gain confidence using them.

By the end of the course, participants will be able to:

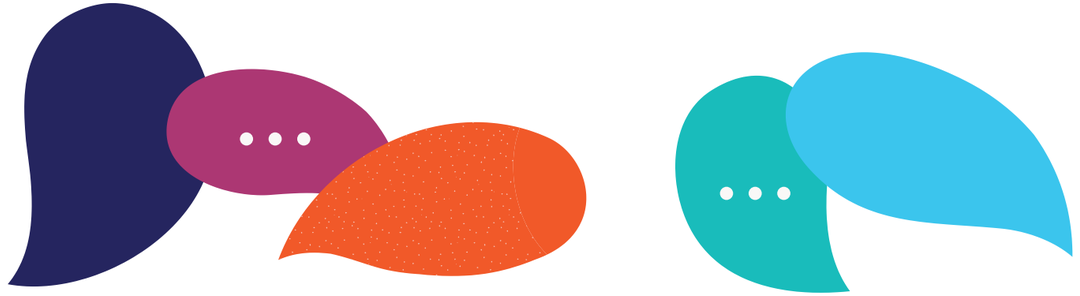
- Use an interest-based approach for managing workplace conflicts.
- Help affected team members take accountability for both the issue and its solution.
- Create strong internal models of healthy conflict resolution behavior.
- Intervene in conflict situations before they escalate and require formal dispute resolution.

THE ART AND SCIENCE OF HIGH-PERFORMANCE TEAMS

The ART and Science of High-performance Teams is an interactive workshop developed by NCRC to help people learn important skills for strengthening team dynamics, including how to build more trusting relationships and increase accountability. Participants will learn the attributes of an ideal team member, based on empirical data, and gain insight into the conditions that foster high-performance teams – including the role of leaders.

By the end of the course, participants will be able to:

- Synthesize the findings from the research presented on High-performance Teams and apply the principles to their own behavior.
- Recognize the impact that verbal and non-verbal communication can have when working in teams.
- Work more effectively with people who have different identities and perspectives.



THE THEORY AND PRACTICE OF MEDIATION

NCRC has been a leading provider of mediation services since our founding in 1983 and the knowledge we acquired over the years is embedded in our signature training program for mediators, The Theory and Practice of Mediation.

In this training, participants will build skills and confidence in using NCRC's widely-respected, proprietary six-step mediation process. Engaging discussion, participatory exercises, and brief lectures – combined with ample practice time – make this course a meaningful learning experience, no matter their background or career aspirations.

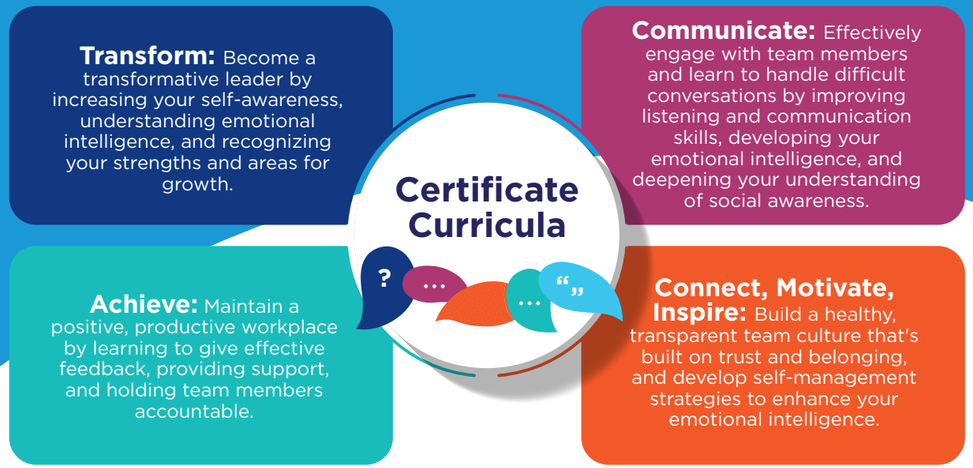
By the end of the course, participants will be able to:

- Understand conflict and mediation theory.
- Employ essential communication skills when mediating conflicts.
- Recognize bias and work to overcome it.
- Respectfully manage emotions that surface in mediations.
- Skillfully mediate all types of cases.

CULTURE, COMMUNICATION, AND CONFLICT:

A CERTIFICATE PROGRAM FOR **EMERGING LEADERS**

Drawing on decades of workplace training, coaching, and supporting leaders from multiple campuses across the country, NCRC developed "Culture, Communication, and Conflict – A Certificate Program for Emerging Leaders" to help people acquire and develop the skills, knowledge, and attitudes to be successful in their new leadership roles. The series includes four sessions, each focused on different aspects of what is required to become a successful leader.

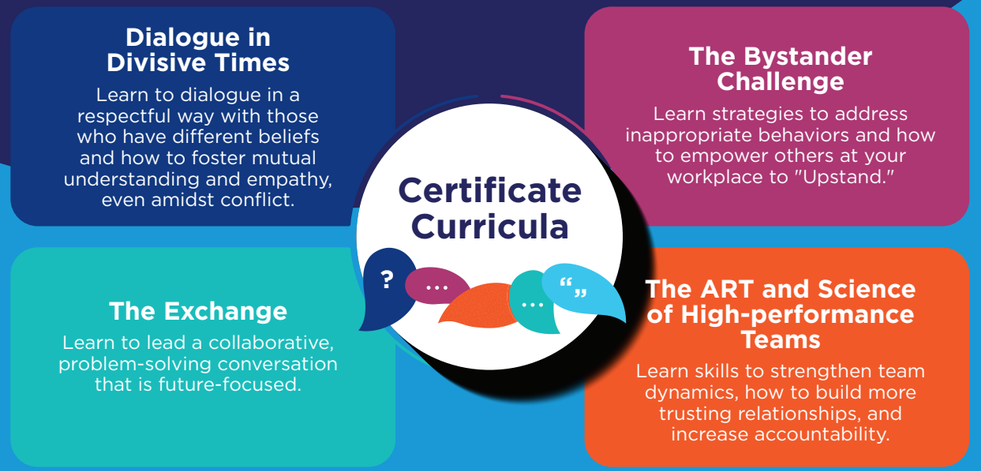


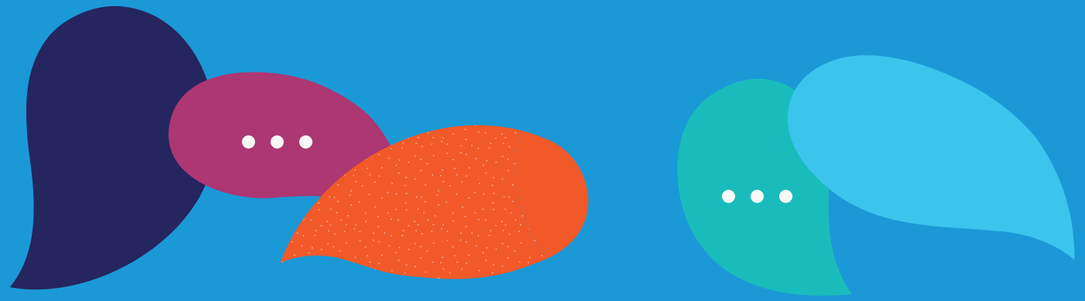
CULTURE, COMMUNICATION, AND CONFLICT:

A CERTIFICATE PROGRAM FOR **UNIVERSITY & COLLEGE LEADERS** NAVIGATING DAILY CHALLENGES

As society's landscape changes, university leaders are expected to navigate issues that were previously unheard of in educational environments, like university campuses. The Culture, Communication, and Conflict Resolution Certificate Program is designed to help those in leadership navigate through some of today's most challenging issues – both internally on their campuses and externally with the public.

The four-part Certificate Program will provide campuses a roadmap to create a positive educational environment that will lead to more satisfied teams and ultimately greater productivity.





FACILITATED DIALOGUE: REFLECTIONS ON OUR JOURNEY TOGETHER

This process creates a safe space for everyone to contribute to the conversation and dialogue about changes that affect the group as a whole. Choosing to engage in facilitated dialogue can help foster understanding, build empathy, encourage collaboration, improve peoples' well-being, and lead to positive changes and solutions.

Facilitated dialogue may be useful in the following situations:

- Difficult workplace conversations.
- Addressing conflict in your community.
- Navigating a significant life or workplace transition.
- Assisting with group decision-making.
- Challenging departmental disputes.

NATIONAL CONFLICT RESOLUTION CENTER™

COMMUNITY BUILDING CIRCLES

The primary objective of this initiative is to facilitate dialogue that enables students to practice and enhance their skills in constructive communication across differences. NCRC aims to create safe spaces for students to engage meaningfully with others who hold differing viewpoints, fostering mutual understanding and promoting a sense of belonging within the campus community.

Participants will learn to:

Be Curious

Through the lens of curiosity, NCRC creates an environment which seeks to replace feelings of fear, misunderstanding, and intolerance with a genuine sense of curiosity about the "other," beginning to walk the bridge over the divide between communities.

Be Connected

Students will explore what it means to be a connected campus community.

Be Brave

To discover this, students must ask brave questions and offer brave answers. The circle experience is designed to provide this special opportunity for sharing across cultures, faiths, and beliefs without fear of reprisal or rejection.

NCRC's College Campus Clients:

Arizona State University

UC San Diego

Stanford University

University of Wisconsin Eau Claire

NYU

Duke University

San Diego State University

UC Merced

University of California Berkeley

UCLA

University of Redlands

University of New Haven

NCRC's Trainings Have Been Featured On:

USA TODAY

MSNBC

Forbes

yahoo!

Bustle

The Washington Post

atd Association for Talent Development

POPSUGAR.

CLO Chief Learning Officer

FAST COMPANY

HR.com

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HUFFPOST

BUSINESS INSIDER

CNN Money

and many more.

Connect with us today!

To bring these services to your university or campus, contact us at training@ncrconline.com or 619-238-2400.

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NATIONAL CONFLICT RESOLUTION CENTER™

www.NCRConline.com

Finding Solutions Since 1983.

We empower individuals, organizations, and communities with the skills and resources needed to address conflict, intolerance, and incivility in our society.