

St. Paul PHA Officers Training

10:00-11:00 am August 8, 2020

**Tips and Tools for Communication
and Conflict Management**

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Objectives

- ▶ Gain understanding of concepts and tools
- ▶ Reflect on personal experiences and ways of handling conflict.
- ▶ Increase awareness of cultural diversity
- ▶ Apply tools to scenarios you may experience



Agenda

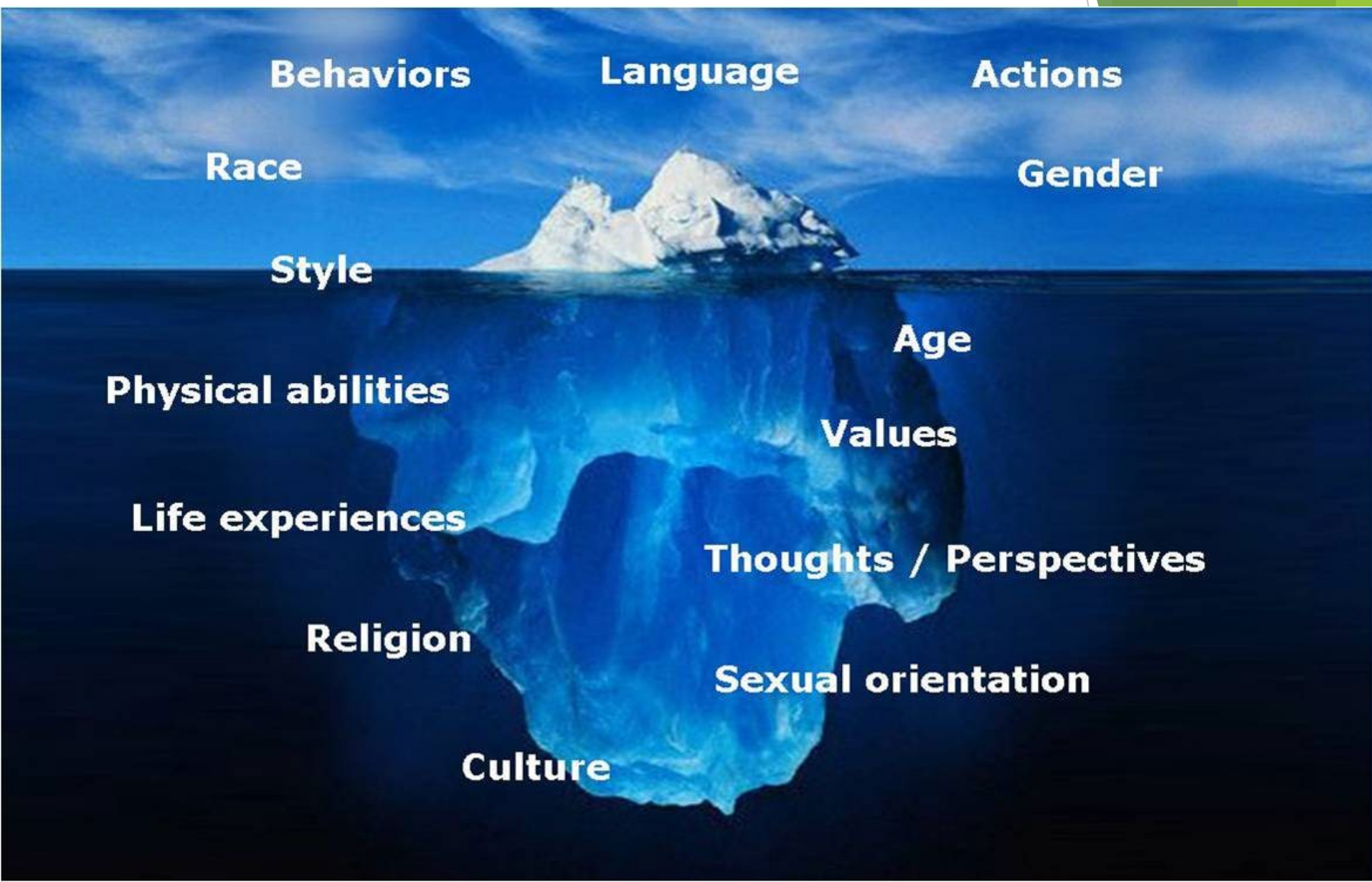
- ▶ Introductions
- ▶ Understanding Conflict
- ▶ Identifying personal conflict management styles
- ▶ Tips for communication
- ▶ Tools for resolving conflict
- ▶ Discuss scenarios

What leads to conflict?





What we bring to relationships





Conflict Management Styles

1. Collaborating: Win/Win
2. Competing: Win/Lose
3. Avoiding: Ignore conflict
4. Accommodating: Giving up
5. Compromising: Give and take

Positive Functions of Conflict

- ▶ Increases the energy level of a group
- ▶ Adds depth to a discussion
- ▶ Challenges ideas resulting in clarification and better understanding
- ▶ Produces more creative solutions
- ▶ Prevents more serious future conflicts



Tips for Communication

1. Be prepared for conflict. It happens.
Set group ground rules
2. Practice compassionate accountability
3. Be curious, Not judgmental
4. View from the balcony, not the stage.
Prevent tornadoes
5. Use the 5 restorative questions to
repair/restore relationships after
conflict happens.



Tips for Communication:

1. Be prepared for conflict

Establish group ground rules at the beginning.

- ▶ Use the circle process to create list of what people need to have a respectful and productive space.
- ▶ Go around the circle after completing the list and get everyone's agreement to the rules.
- ▶ Have the ground rules posted at each meeting so people are reminded.

Example of a group's rules

- ▶ Attentive listening rather than just our talkative selves, so everyone has time to be heard
- ▶ Respect the person speaking without side conversations or interrupting
- ▶ No swearing, name calling, or put-downs
- ▶ Be mindful and accept not everyone shares the same experiences and views
- ▶ It's ok to say if you have a different opinion than the group - share what you really feel.
- ▶ Turn phones off in meetings unless it's an emergency
- ▶ Understand we all have personal things going on that others may not know.
- ▶ Keep personal sharing and information confidential



2. Practice Compassionate Accountability

Compassionate accountability includes

- Strengthening the person + building the connection between yourself and others
- Having Self-compassion and kindness towards self allows for compassion towards others.
- See others as human and equal
- Holding your painful thoughts and feelings in mindful balance, not underestimating or exaggerating their significance.



3. Be Curious, Not Judgmental

- ▶ Deep listening - seek to understand before being understood
- ▶ Ask questions - you don't know what you don't know. Let go of assumptions. How are you? What's going on with you?
- ▶ Ask, don't tell or make (see next slide DRAW02). Democratic not authoritative.
- ▶ Apply compassionate accountability. When a person makes a commitment, like to a position or a 1-time task, ask them: when do you think they can get it done, what support do they need to get it done, and what will they do if they have difficulty?

DRAWO2

Universal truths of human interaction.

Paladin Career and Technical High School

D - All people want to be treated with *Dignity*

R - All people want to be treated with *Respect*

A - All people would rather be *Asked* than told what to do

W - All people want to know *Why* they are being asked

O - All people would rather have *Options* than threats

2 - All people want a *2nd* chance to make things right

DRAWO2

BREATHE

STAY CALM

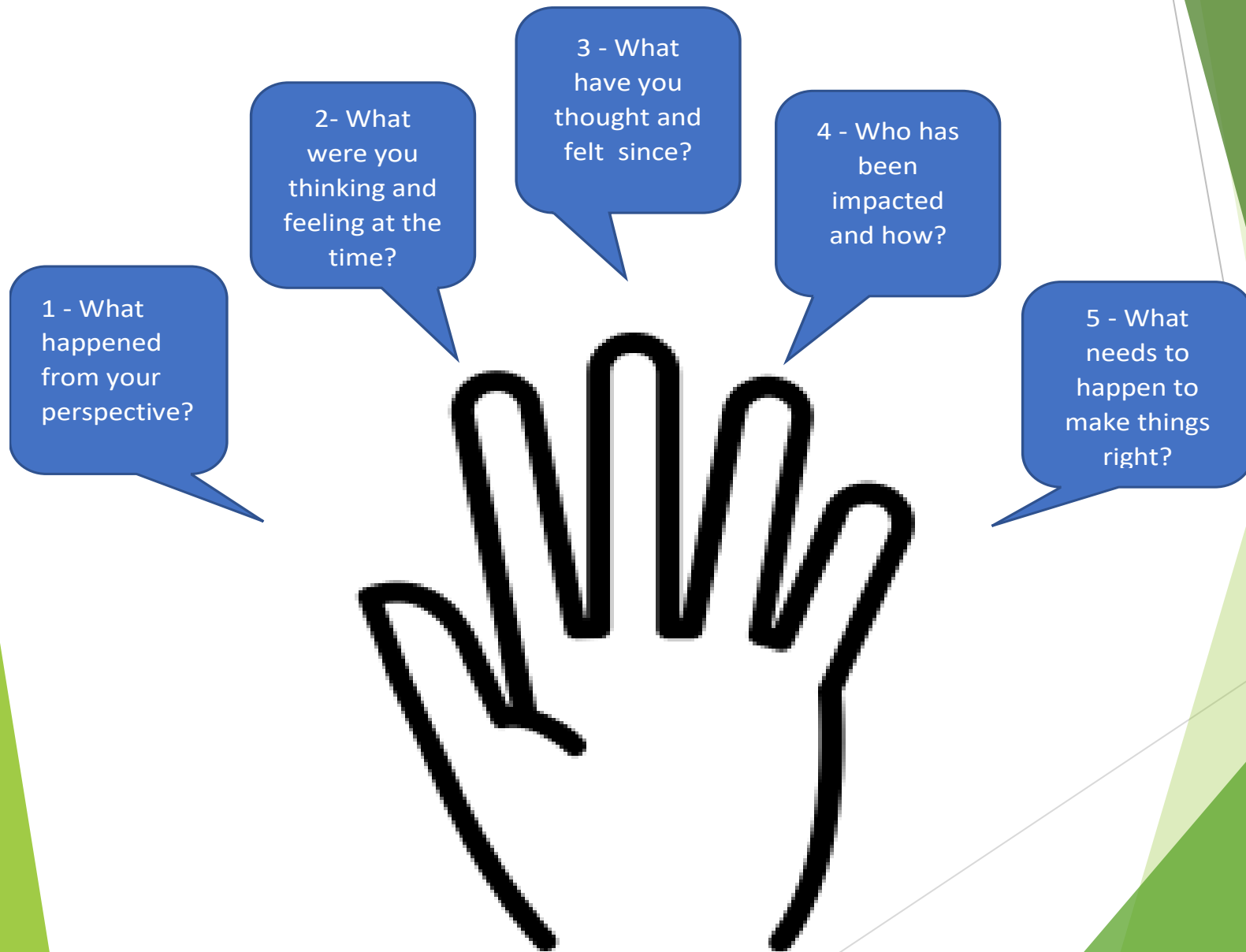


5. View from the Balcony





Restorative Conversation





Conversation Tips

1. Decide if you need a neutral facilitator to assist.
2. No surprises: Prepare each person in advance so they are ready to bring their best selves to conversations, especially if on a difficult topic.
3. State views clearly using non-judgmental “I” language and listen carefully to others’ views
4. Distinguish areas of agreement and disagreement: It’s ok to disagree
5. Don’t get locked into a fixed position; collaborate and negotiate where you can
6. Pause if needed to clarify misunderstandings and let emotions subside: Take a time out!



Potential Scenarios for Discussion

- ▶ Scenario 1: Your council has new members who have been elected officers. They have attended training and two board/council meetings. The treasurer did not send the financials out prior to the meeting for review.
- ▶ Scenario 2: An email has been sent to council board members (by the chair) giving a time for a special meeting be held to discuss an important issue. The chair has set a deadline for response. Most of the officers have responded but two have not. Messages have been left and no response.
- ▶ Scenario 3: A new Secretary, who was recently trained on roles and responsibilities, provided the board with minutes of the last meeting for approval. The minutes documented decisions made and left out most of the discussion. Some officers were happy with the minutes while others wanted more detail.

Cross-cultural Dialogue

More Considerations

What could you do to ensure cultural respect?

- ▶ Power dynamics within the group (you, self, others)
- ▶ Biases (expand self-awareness to understand your own biases)
- ▶ Safety (everyone comfortable in the location, who is in the room, and support people)
- ▶ Self-determination (voluntary participation by all involved)
- ▶ Cultural world view and practices
- ▶ Procedural Justice (fairness for all)