



Who the heck am I?

a BRIEF introduction
to Conflict Resolution!



•LL Concord Consultation & Mediation•

Agenda

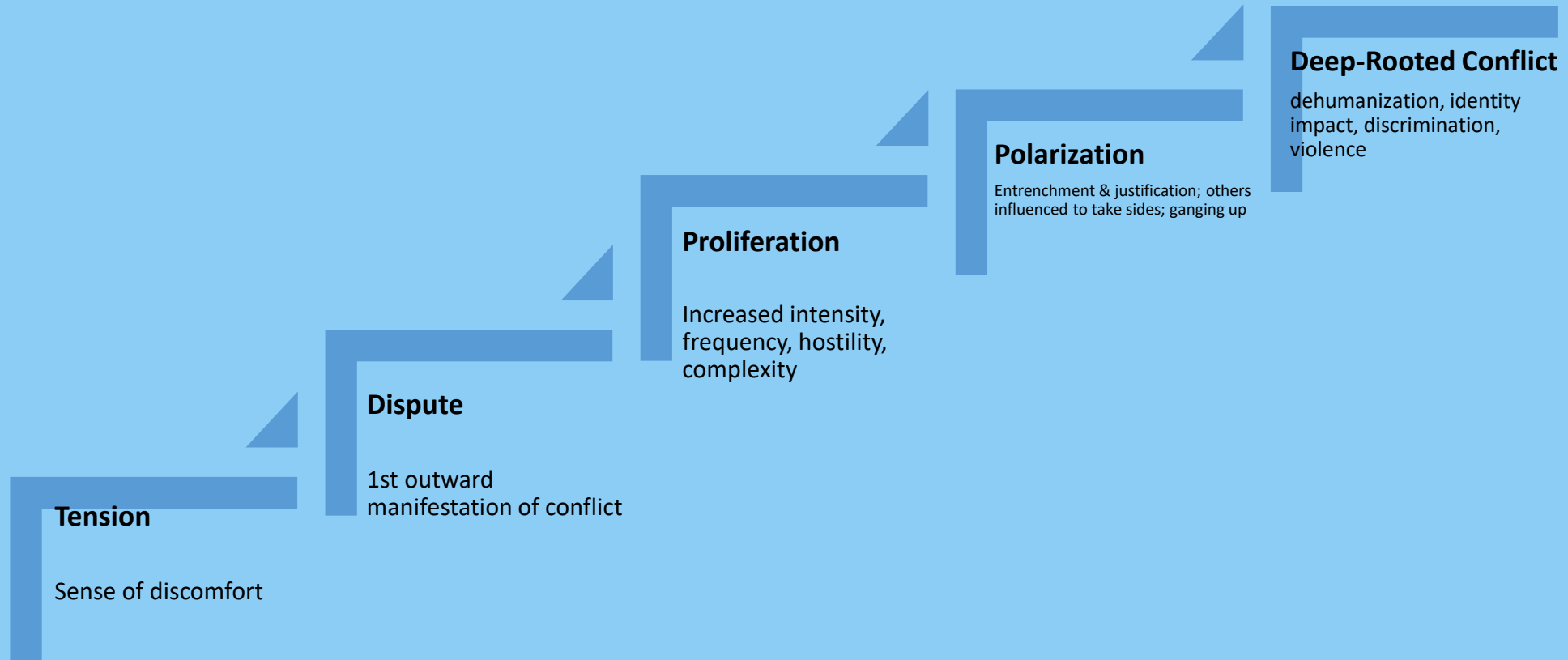
- Holding Safe Space
- Levels of Conflict
- Sources of Conflict
- Empathic Listening
- Dialogue
- Building Trust

To foster safe space to come together, we commit to being:

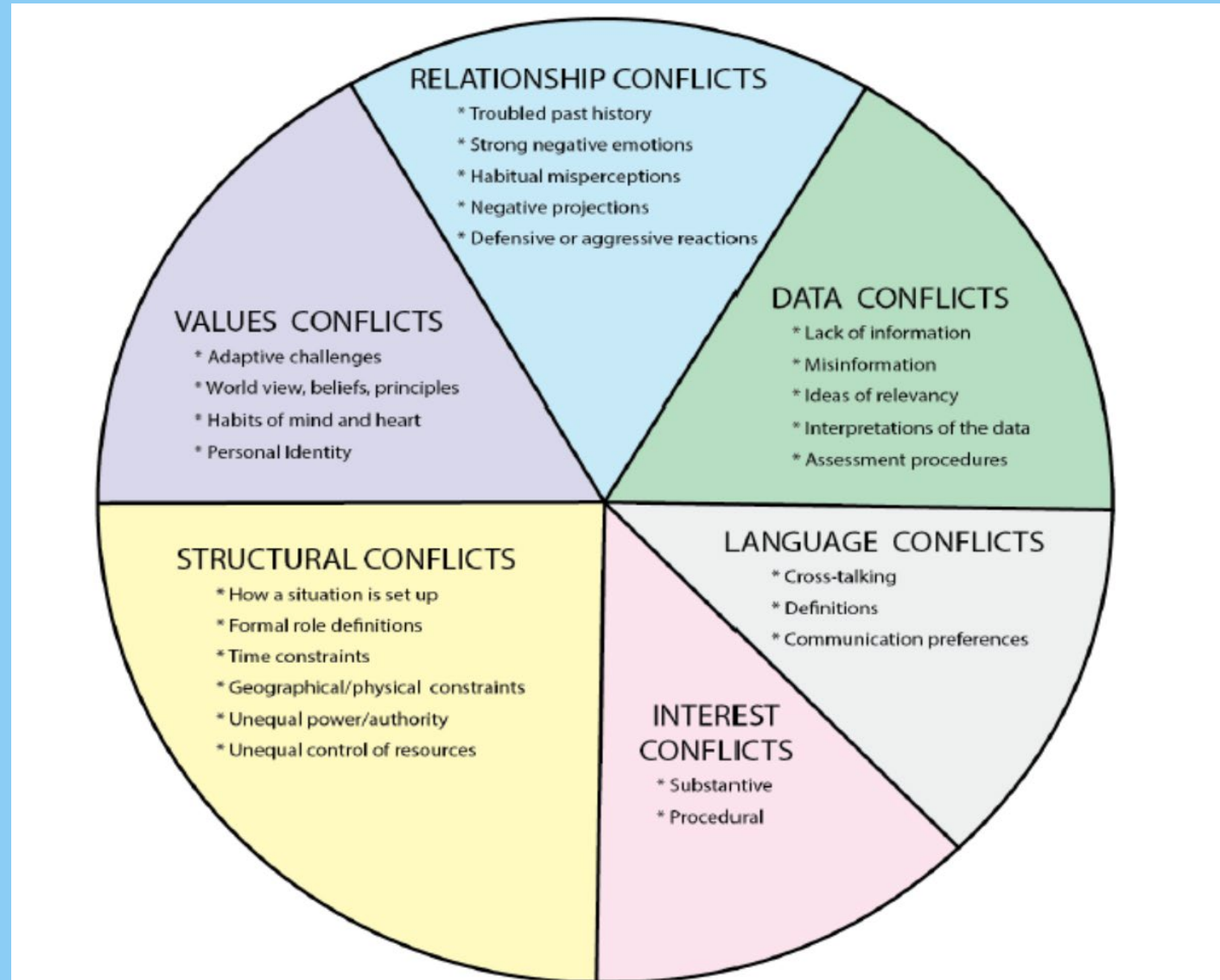


- Connected
- Respectful
- Vulnerable
- Confidential
- Heartfelt
- Open-minded
- Sharing
- Compassionate...

Levels of Conflict



Sources of Conflict



Empathic Listening



"To truly listen means to transcend your own frame of reference, out of your own value system, out of your own history and judging tendencies, and to get deeply into the frame of reference or viewpoint of another person." - Stephen R. Covey, The 8th Habit

Third-Party Neutral (TPN) Principles



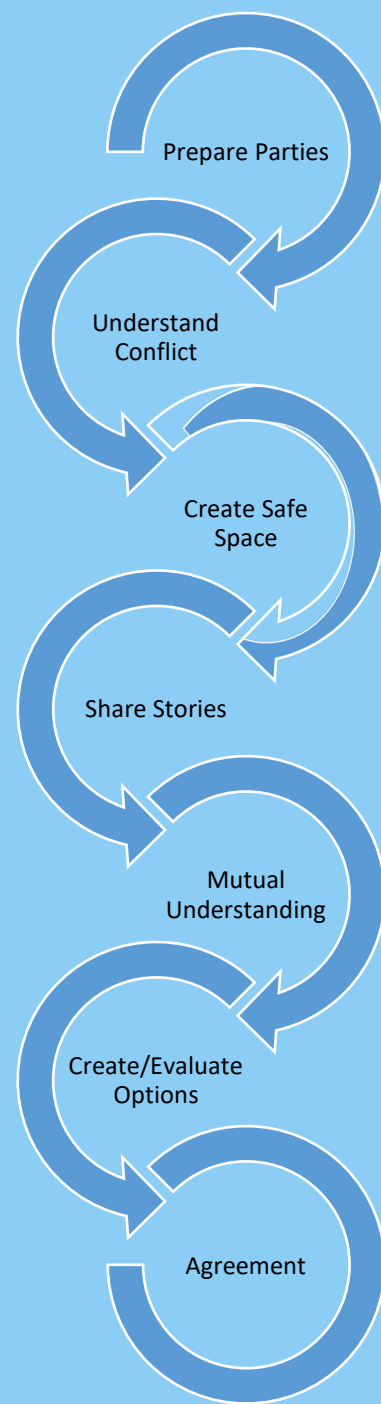
1. *Nurture Dignity & Respect*
2. *Clarify Mandate, Seek Permission*
3. *Space, Place, Presence*
4. *Guide Process, Follow Content & Outcome*
5. *Listen with Ears, Eyes & Heart*
6. *Task, Timing, Process*
7. *Suspend Judgment, Stay Curious*
8. *Trust the Process & the People*
9. *Reflect then Respond*
10. *Know & Be Kind to Yourself*

Neutrality (internal): guides how the intervener controls their potential bias.

Impartiality (external): guides how the intervener treats the parties - fairness; symmetry; process not content; self-determination; transparency

Debate (Defend)	VS.	Dialogue (Share)
Assuming that there is a right answer (and that you have it)		Assuming that others have pieces of the answer and that together, you can craft a solution
Combative: attempting to prove the other side is wrong		Collaborative: attempting to find common understanding
About winning		About exploring common ground
Listening to find the flaws and make counter-arguments		Listening to understand and find a basis for an agreement
Defending assumptions as valid		Presenting assumptions for re-evaluation
Critiquing the other side's position		Re-examining all positions
Defending one's own views against those of others		Admitting that someone else's thinking can improve one's own
Searching for weakness and flaws in the other position		Searching for strengths and value in the other's position
Seeking a conclusion or vote that ratifies your position		Discovering new options, not seeking closure

Dialogue Process



Dialogue fosters a mindset where all parties feel able to discuss and explore the things that are most important to them and why. Only when they have both been guided through sharing these things, will they be able to consider and determine the areas for compromise and establish a spirit of collaboration and mutuality to enable moving forward in a positive fashion.

Defining Trust

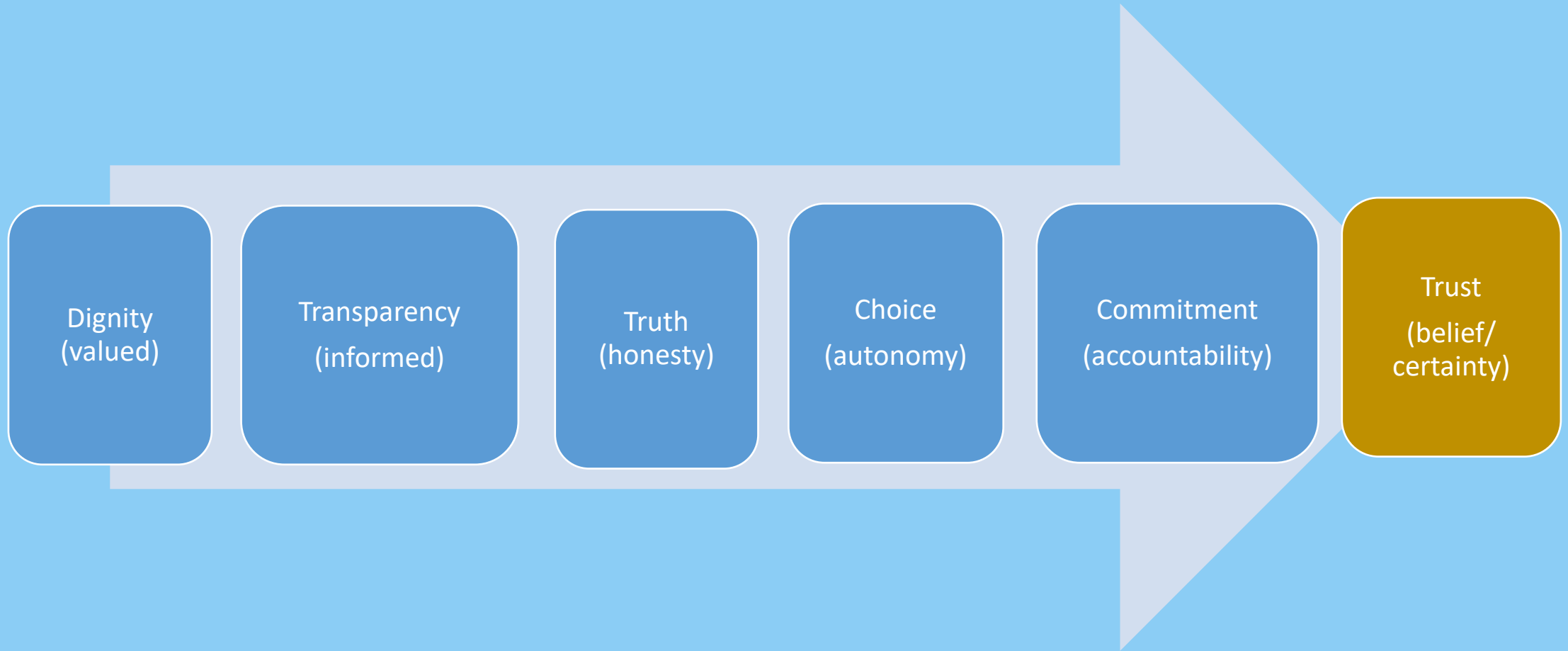


- having a sense of security and confidence when dealing with each other
- the ability to predict and depend on the actions of others
- a level of credibility that has built up over time
- an ongoing demonstration of honesty and compassion

Why do we need it? Trust is a critical part of all interactions that we have as humans. It is part of our need to connect and feel safe.

Johan Thorbecke (1798–1872) — Dutch liberal statesman and one of the most important Dutch politicians of the 19th century, said, “Trust arrives on foot and departs on horseback.”

Components of Trust





1. Tell the truth
2. Share what you don't know
3. Admit when you're wrong
4. Match your words with actions
5. Explain your thought process
6. Trust others
7. Be vulnerable
8. Be inclusive
9. Listen empathically
10. Respond, don't react
11. Be accountable for failures
12. Over-communicate
13. Acknowledge others
14. Be patient; Repeat, Repeat, Repeat

Questions/Comments?

With gratitude!

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