

**WHAT DO I SAY?  
WHAT DO I DO?**



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# Facilitators



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**IT'S REAL FOR US**



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# LOTS GOING ON...

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- Protest over police brutality some peaceful – some not
- Agencies (and individuals) across the land are taking a look at how they view race
- Public statements by large entities that have been traditionally silent
- Insensitive people participating in the George Floyd challenge on social media
- Difficult conversations persist or are avoided among friends, colleagues and neighbors
- Thought I said/did the “right thing” and it “blew up”!
- OH! There’s also a PANDEMIC going on!



**WE HAVE 50K-70K  
THOUGHTS PER DAY!**

**That's 35-48 Thoughts Per Minute!**

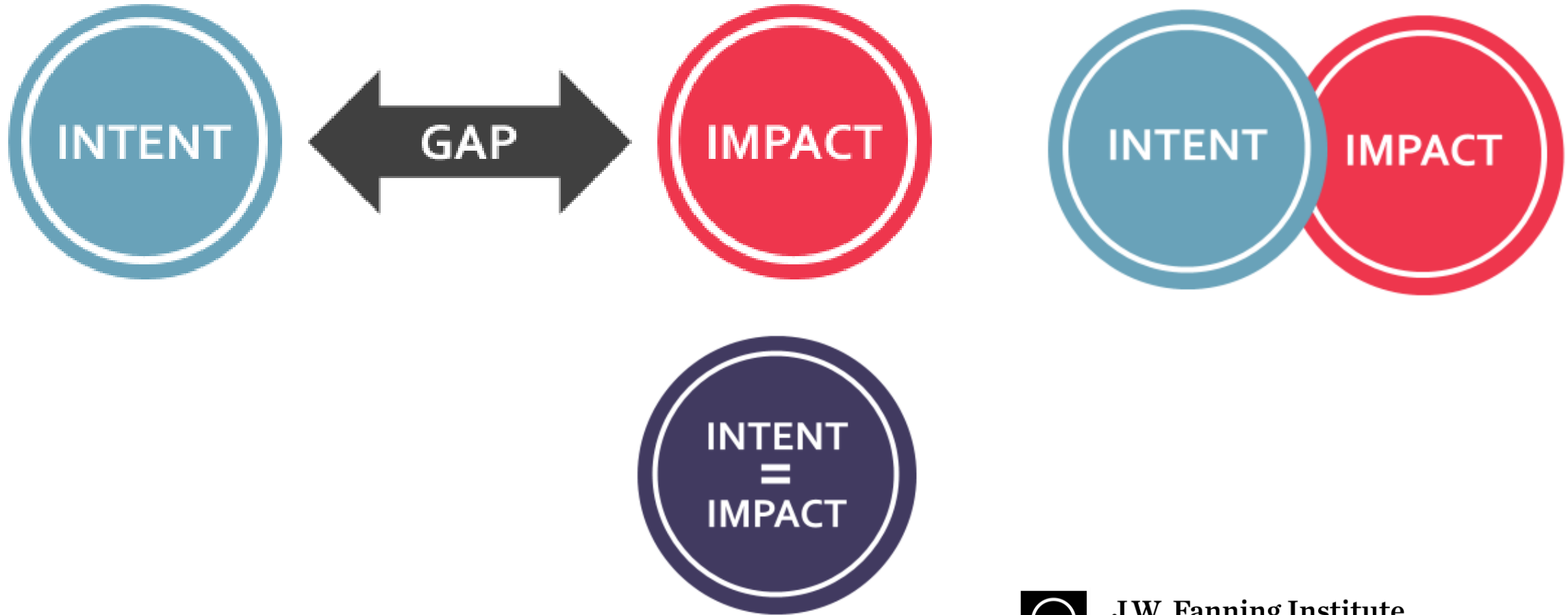


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# INTENT IMPACT MODEL

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Adapted from model developed by University of California – Berkeley professor Edith Ng



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# **CONFLICT IN THE CALM & STORM**



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## COLLABORATING



Finding solutions so the needs of all parties are met.

## AVOIDING



Choosing not to engage, withdrawing from a conflict situation, postponing for a better time.

## ACCOMMODATING



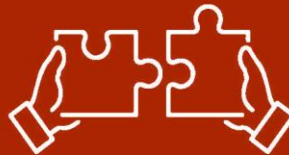
Sacrificing your goals for the sake of another person or the greater good.

## FORCING



Aggressive and uncooperative; actions can be seen as “standing up for your rights,” defending a position that you believe is correct.

## COMPROMISING



Balancing the needs of all parties so everyone gets something, but not everything that they want.

*K. Thomas and R. Kilmann*

*An Overview of the Thomas-Kilmann Conflict Mode Instrument (TKI)*

[www.kilmanniagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki](http://www.kilmanniagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki)



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# POLL



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# KEY POINTS

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- Conflict is not always bad.
- There are many sources of conflict.
- There is no one “right” conflict style.

The best way to manage conflict is to be aware of the pros and cons of each conflict style and make an intentional choice that fits each circumstance.



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# LISTENING

For content and feelings

## LISTENING INCLUDES:

Active Listening

Reflection

Reframing

Clarification & Summarization



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# EFFECTIVE ENGAGEMENT INVOLVES:

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- Genuineness
- Empathy
- Respect
- Strategy
- Intentionality
- Authenticity
- Compassionate Leadership

The way in which we respond to others is going to define who we are as we go through these times, and who we will become on the other side.

- Brandy Walker, Ph.D.  
JW Fanning Institute



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# WHAT DO I SAY?

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1. What do you want to accomplish?
2. What method of communicating feels authentic to you?
3. What is in line with YOUR values and beliefs?
4. What are you willing to communicate and what are you not willing to communicate and why?
5. Are you the best messenger?

- **Authenticity**



# WHAT DO I DO?

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- **Context of Meaning** - Create an environment in which people can freely express and discuss the way they feel which in turn helps them to make sense of their experience, seek or provide comfort, and imagine a more helpful future.
- **Context for Action** - Create environments to find ways to alleviate your own and other's suffering. When you expect people to stifle emotions they don't know how and where to direct their energies and it's very hard for them to focus at work.

- **Compassionate Leadership**





# REFLECTION



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**Maya Angelou**

*“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”*



**thank you**  
**for your time and interest**

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