

NAVIGATING CONFLICT & PROMOTING EMPATHY



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OBJECTIVES



- Understand the 3 C's framework with a focus on contradiction in DEI leadership.
- Explore the role of conflict in diverse and inclusive environments.
- Learn conflict resolution strategies.
- Develop skills in empathy-building.
- Leave with actionable tools to implement in the workplace and community.

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DISCUSSION QUESTIONS



- Share a positive experience related to DEI; what did you appreciate about that experience?
- What does empathy mean to you in the workplace? How does it look when it is practiced?
- Describe a time when you effectively resolved a conflict in the workplace. What were the key components to that resolution?

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3 C'S FRAMEWORK



Confirmation: Create enough safety and support for people to take emotional, social, psychological, and intellectual risks. Establish trust and build rapport.

Contradiction: Encourage growth by helping participants construct new and more complex understandings of themselves and society.

Source: Diane Goodman

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3 C'S FRAMEWORK



Continuity: Integration of knowledge and awareness. Participants should build sense of empowerment and possibility.

Source: Diane Goodman

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DISCUSSION QUESTIONS



- Why do contradictions arise in diverse environments?
- What is the impact of contradictions both individually and institutionally?
- What is the role of DEI leaders in addressing and navigating contradictions?
- How can acknowledging and embracing contradictions enhance the effectiveness of DEI initiatives?
- In what ways can contradictions lead to personal or organizational growth?

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TYPES OF CONFLICT



- 1) Task Conflict
- 2) Relationship Conflict
- 3) Values Conflict

Source: Katie Shonk

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TYPES OF CONFLICT



- 1) Task Conflict

Source: Katie Shonk

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TASK CONFLICT



- Associated with work assignments
- **Dividing resources thoughtfully**
- Differing opinions on policy & procedures
- **Managing expectations in the workplace**

Source: Katie Shonk

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TYPES OF CONFLICT



- 1) Task Conflict
- 2) Relationship Conflict
- 3) Values Conflict

Source: Katie Shonk

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TYPES OF CONFLICT



- 2) Relationship Conflict

Source: Katie Shonk

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RELATIONSHIP CONFLICT



- Varying personality types impact our approach to conflict
- Pushed out of our comfort zone and forced to associate with people/groups that are not like us

Source: Katie Shonk

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TYPES OF CONFLICT



- 1) Task Conflict
- 2) Relationship Conflict
- 3) Values Conflict

Source: Katie Shonk

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TYPES OF CONFLICT



- 3) Values Conflict

Source: Katie Shonk

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VALUES CONFLICT



- Connected to our different social identities and values
- Politics, religion, and other deeply held beliefs can cause strong feelings
- These types of conflict typical happen around polices and procedures.

Source: Katie Shonk

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BREAK



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CONFLICT MANAGEMENT STYLES QUIZ



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CONFLICT MANAGEMENT QUIZ SCORING



- How to score the Conflict Management Quiz:
 - Total the points in the respective categories.
 - Highest score indicates your frequently used strategy.
 - Lowest score indicates your least preferred strategy.
- | | |
|-------------------|-----------|
| 1. Collaborating: | 1, 5, 7 |
| 2. Competing: | 4, 9, 12 |
| 3. Avoiding: | 6, 10, 15 |
| 4. Harmonizing: | 3, 11, 14 |
| 5. Compromising: | 2, 8, 13 |

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating
- 2) Competing
- 3) Avoiding
- 4) Harmonizing
- 5) Compromising

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating

Source: Reginald Adkins

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COLLABORATING



- Seeking inventive solutions
- Open exchange of information
- Both parties being committed to the decision
- Builds trust and respect by resolving problems in a relationship
- Requires significant time & energy

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating
- 2) Competing
- 3) Avoiding
- 4) Harmonizing
- 5) Compromising

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 2) Competing

Source: Reginald Adkins

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COMPETING



- Persuasive and direct
- Know the result they want and go for it.
- Passionate about their views and convictions
- Make quick decisions; don't waste time
- Unequal relationships & others may feel overlooked

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating
- 2) Competing
- 3) Avoiding
- 4) Harmonizing
- 5) Compromising

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 3) Avoiding

Source: Reginald Adkins

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AVOIDING



- Tend to step away from conflict
- Keep their opinions to themselves
- Often admired for having a calming, quiet presence
- Frustrating buildup of emotions

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating
- 2) Competing
- 3) Avoiding
- 4) Harmonizing
- 5) Compromising

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



4) Harmonizing

Source: Reginald Adkins

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HARMONIZING



- Focus on supporting others in conflict situation
- Adept at placating people
- Often gain strong appreciation from others involved in a conflict
- Resentment from denying their own needs
- Frustrating for those who want to get to the “root” of the problem

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 1) Collaborating
- 2) Competing
- 3) Avoiding
- 4) Harmonizing
- 5) Compromising

Source: Reginald Adkins

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CONFLICT MANAGEMENT STYLES



- 5) Compromising

Source: Reginald Adkins

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COMPROMISING



- Approach conflict with goal of compromise
- Think in terms of give and take
- Can be done fairly quickly when both parties are engaged
- Neither party wins
- Can also be viewed as a “Band- Aid approach”

Source: Reginald Adkins

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EMPATHY



The ability to understand and share the feelings of another person

Source: Brene Brown

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BRENE BROWN VIDEO



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DISCUSSION QUESTIONS



1. Share an experience where practicing empathy positively impacted a conflict or challenging situation in your workplace or community?
2. How can you apply the principles of empathy discussed in the video to improve interactions and foster a more inclusive environment in your organization?

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5 WAYS TO ENCOURAGE EMPATHY



- 1) Talk about Empathy
- 2) Teach Listening Skills
- 3) Examine Perspective
- 4) Cultivate Compassion
- 5) Support Global Managers

Source: Center for Creative Leadership

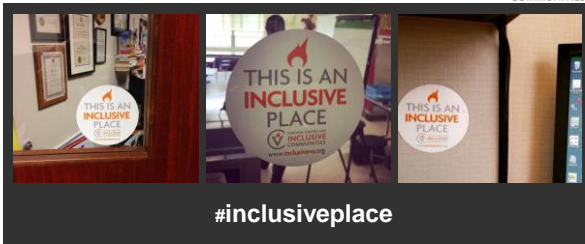
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EVALUATION



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SPREAD THE MESSAGE



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STAY IN TOUCH



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