




Conflict Resolution

Take difficult conversations from
unwanted to productive



Tracy Rekart

- I teach awareness.
- Awareness leads to choice.
- Why privilege?



Who am I?
Who are
you?

- Introduce yourself with
 - My name is...
 - I am here because...

Conflict Resolution Agenda



Recognize and normalize conflict.



Manage yourself in the conversation.



Structure a safe conversation.



Listen to perspectives.



Close and create next steps.



Benefits of Awareness

- Positive impact on heart arrhythmia
- Leaves/makes space for others input
- Increases decision quality
- Interrupts and decreases stress response



Conflict is a
disrupted
expectation.

Name three common
disrupted
expectations you
encounter at the
Mountaineers.

What creates the
disruption?

Conflict Assumptions

It creates strained relationships.
People will see your point of view.

It will be hard.

It will be loud.

There will be resolution.

People will not listen.

People will not hear.

Nothing will change, why bother.



How do you
handle conflict /
disrupted
expectations?

At work?
In a long-term
relationship?
With your family?
In community?



Conflict resolution:
to understand and empathize
with another person's perspective
without the need to
prove or defend your perspective.



Defensiveness and conflict.

- Our body reacts to threats.
- We defend by undermining, resisting, or attacking the threat.
- Once defensive, we become unable and unwilling to be influenced.

If you were
being
defensive,
what would I
experience
and notice?

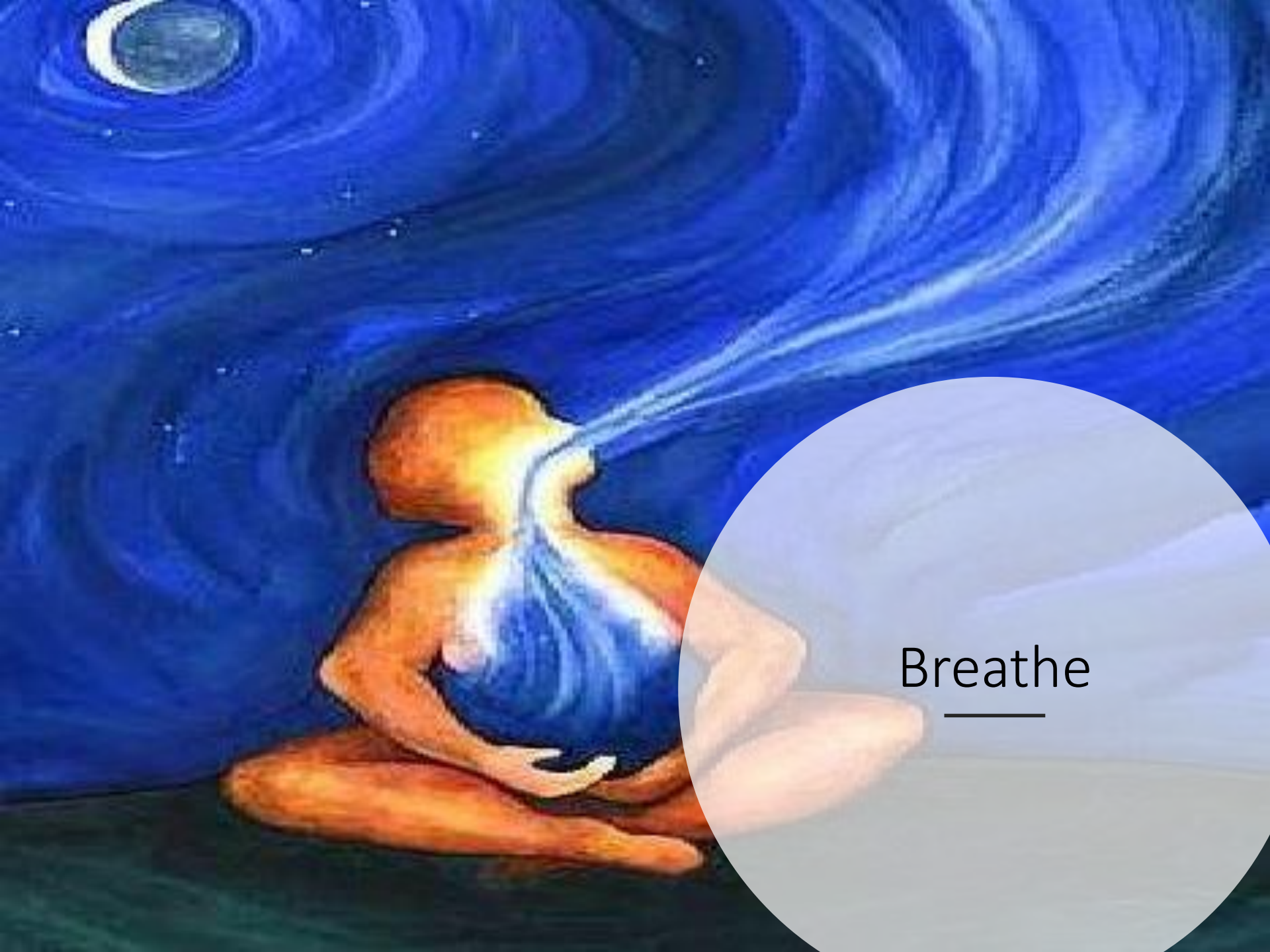


Build
Awareness

Common
conflicts

Your response to
conflict

Your defensive
response



Breathe

—

Conflict Theory

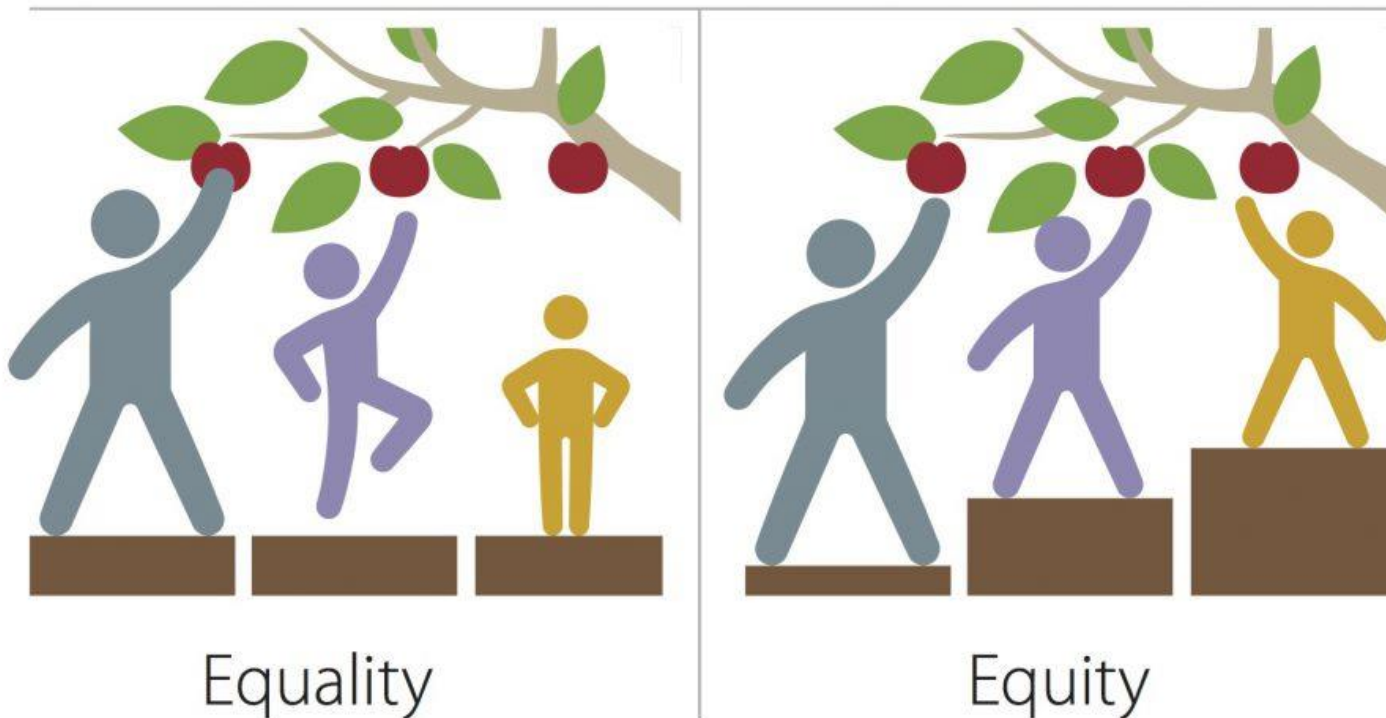
1. Conflict emerges from opposing interests or competition for limited resources.
2. Conflict leads to one group/person dominating others and this becomes a self-perpetuating pattern.
3. Dominant groups/individuals disproportionately influence resource allocation and societal structure.

The image features two stylized, grey 3D human figures sitting at a dark brown table. The figure on the left is leaning forward, pointing its right index finger towards the figure on the right. The figure on the right is also leaning forward, looking towards the first figure. The background is a plain, light grey color. Overlaid on the scene is white text that reads: "Conflict: You can be right or in relationship." The text is centered and spans across both figures.

Conflict:
You can be right
or
in relationship.

Privilege is power.

Privilege causes disrupted expectations.



Privilege is....

- Unearned advantage or entitlement used to one's own or one's groups benefit.
- Privilege is often invisible to those who have it.

Different Types of Privilege

- Age
- Able-bodied
- Socio-economic
- Gender
- Sexual orientation
 - Heterosexual
- Tenure
- Height
- Sex
- Color/White
- Ethnicity
- Language
- Location
- Religious
- Citizenship
- Education
- Mental Health

A few Privilege – Statistics

Cisgender and Straight Privilege

- **35** states have no laws against employment discrimination based on sexual orientation or gender identity
- **26%** of the United States employers would not promote a qualified gay individual
- **83%** of all transgender people report verbal abuse because of their identity or gender presentation

White Privilege

- In New York City, **80%** of the police stops were made towards Blacks and Latinos, and **85%** were frisked, compared to the **8%** of Whites
- African Americans are **33%** more likely to be detained than Whites and being faced with felony charges

Male Privilege

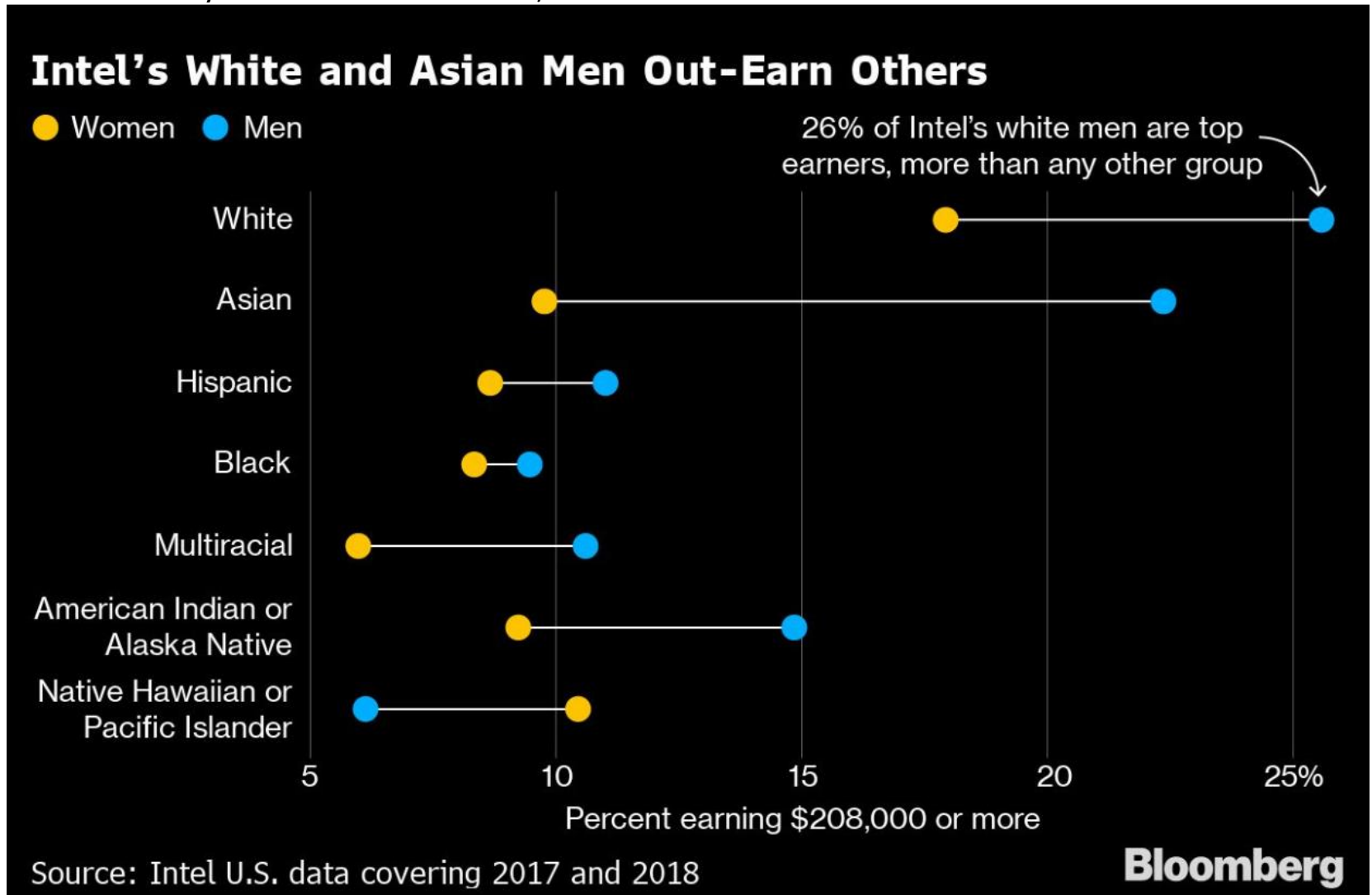
- **1 in 2.5** women are victims of sexual assault in their lifetime

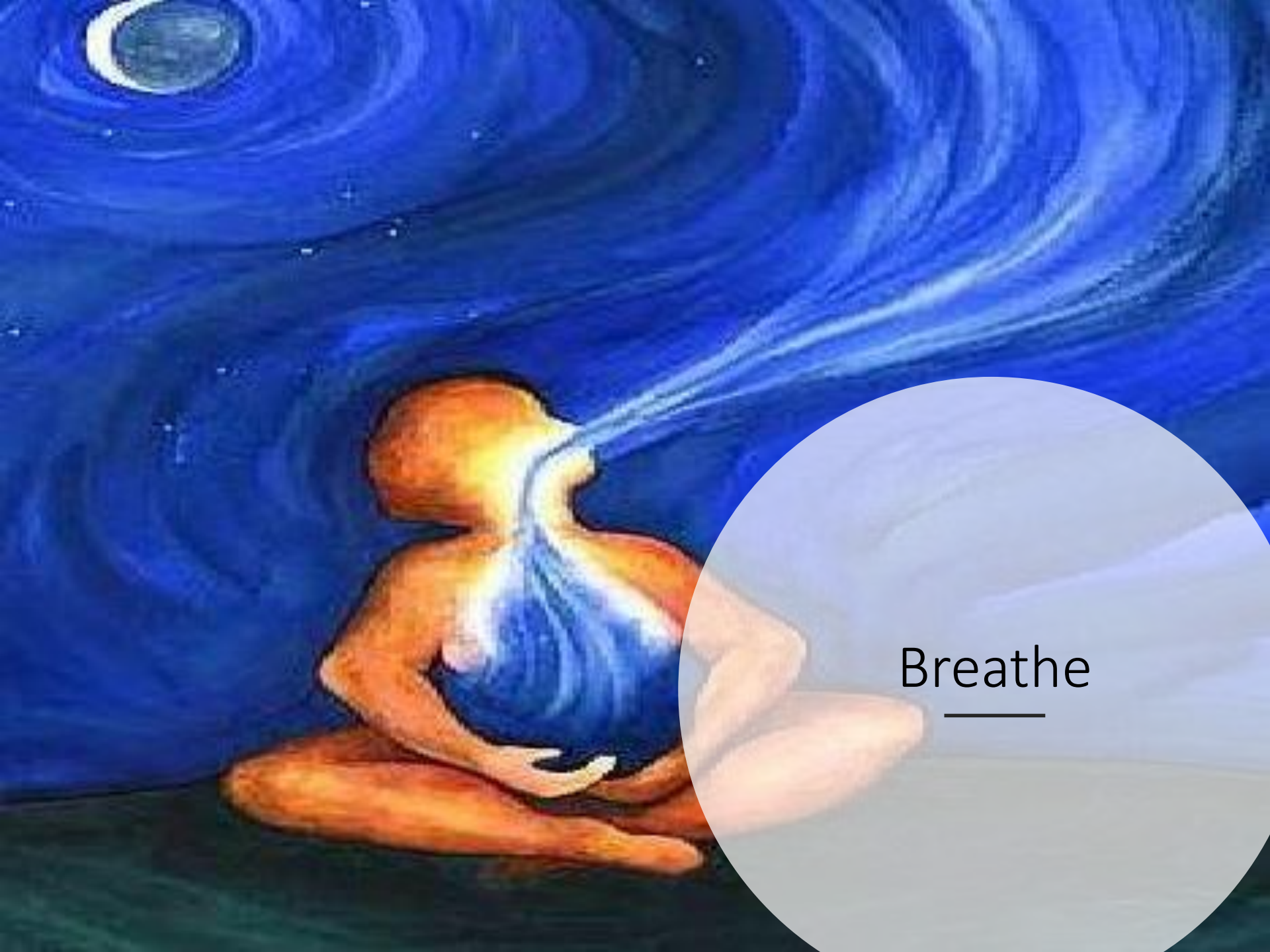
Class Privilege

- **Two-thirds** of all income growth that occurred between 2001-2007 went to the wealthy class

It's difficult to fix what you aren't being transparent about."

Barbara Whye Intel's Chief Diversity and Inclusion Officer and Vice President of Human Resources





Breathe

—

A photograph of two women sitting at a table in a brightly lit room with a large window overlooking a city. The woman on the left has long dark hair and is wearing a light-colored top. The woman on the right has short curly hair, wears glasses, and a blue long-sleeved top. They appear to be in conversation. The text is overlaid on the image in a white, sans-serif font.

Privilege can cause
conflict.

How does privilege show up
at the mountaineers?

Listening Awareness

- Quiet Presence – say nothing, do nothing (2 min)
- Guided Discovery (2 min)
 - Paraphrase – I heard you say...
 - Tell me more about...
 - When? Where? How?
- Humble gratitude

Debrief



Breathe

—

Build Awareness

Calm self with
breath.

Structure for
listening.

Paraphrase before
responding.

Conflict Resolution Plan



Normalize group conflict.



Breathe to stay calm.



Use structure to include all voices.



Skills: listen and paraphrase.



Acknowledge effort and follow-up.



Get ahead of
conflict.

- What did you learn about conflict resolution?

Tracy Rekart

- www.tracyrekart.com
- Resources on website.
- Reach out with questions!





Thank you!