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AND JUSTICE FOR ALL

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To file a program discrimination complaint, a complainant should complete a Form AD 3027, USDA Program Discrimination Complaint Form, which can be obtained online, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 690-7442;

email:
program.intake@usda.gov.

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correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o'

fax:
(833) 256-1665 o' (202) 690-7442;

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Form AD-475-A—Assisted Postal/ Envio asistido Julio 2019



COMMUNICATING
THROUGH

CONFLICT



GET TO KNOW YOU

What ONE word comes to mind when you think of conflict?

What were you taught about conflict growing up?

How might conflict management help you in your role?



- Today's Agenda

- History
- Program Content
- Program Impacts
- Questions





Lela



Bonnie



Georgia

History

Soothing Conflict Smoothies

Nine 30-minute online sessions to build interpersonal and inter-group conflict resolution skills and knowledge

<http://tinyurl.com/smoothies3>

Lela Vandenberg, vanden34@msu.edu
Bonnie Wichtner-Zoia, zoyiay@anr.msu.edu

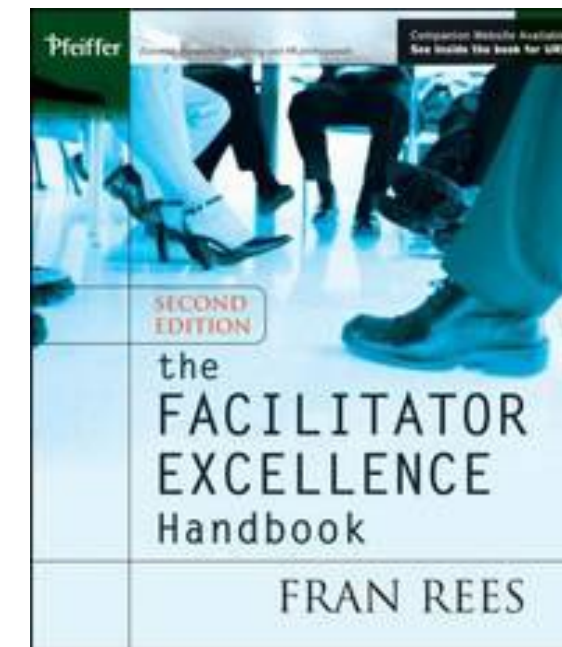
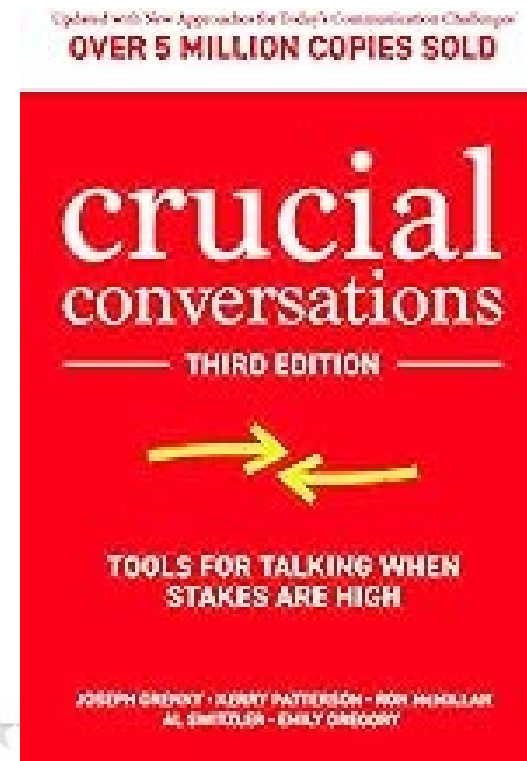
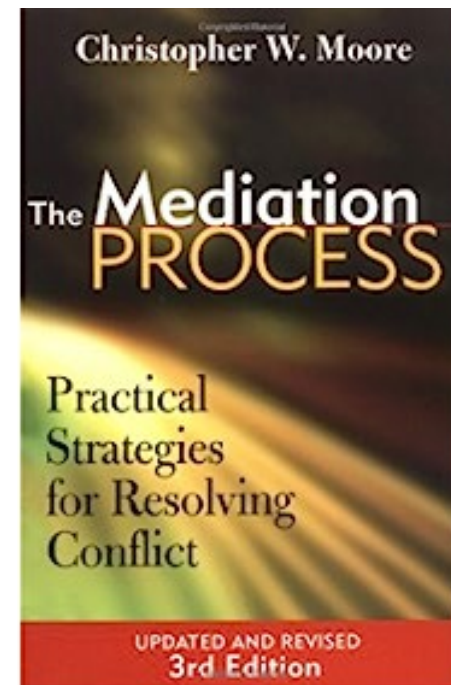
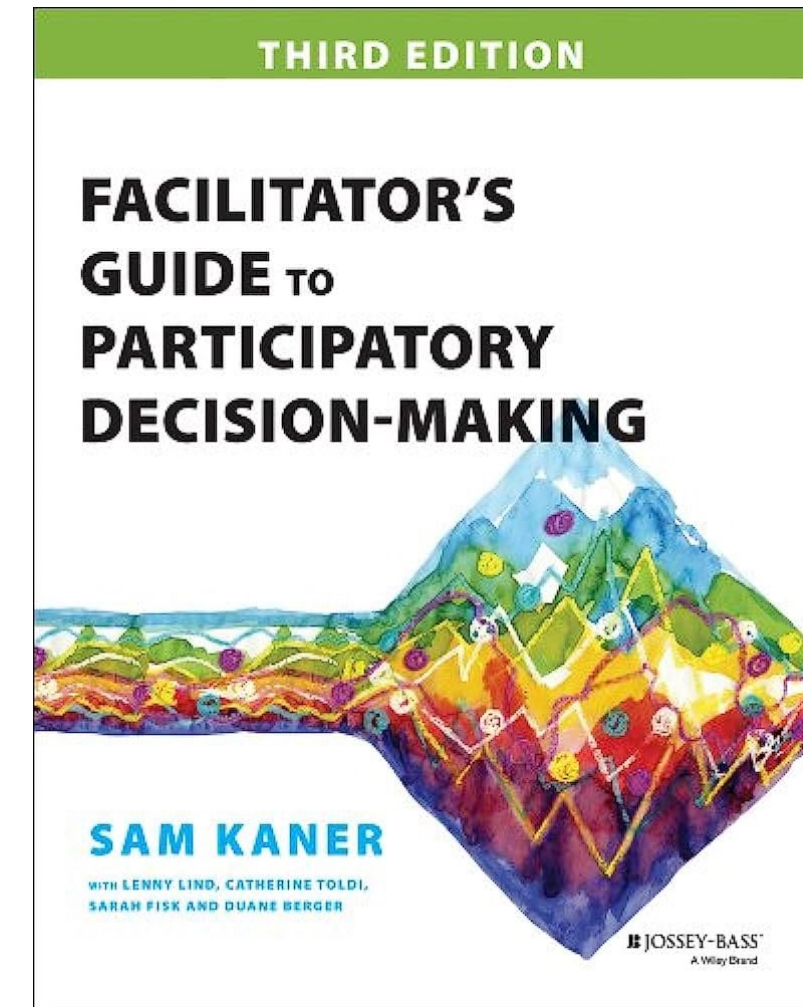
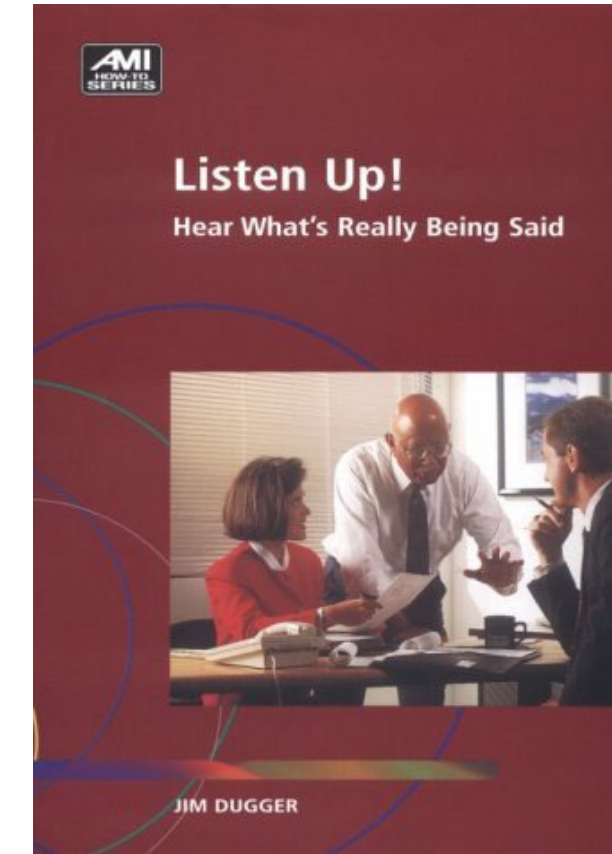
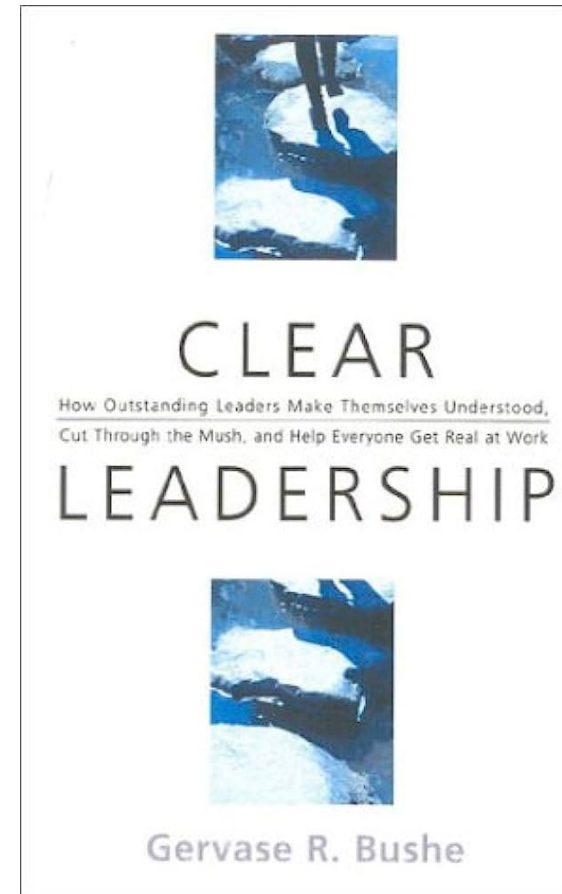
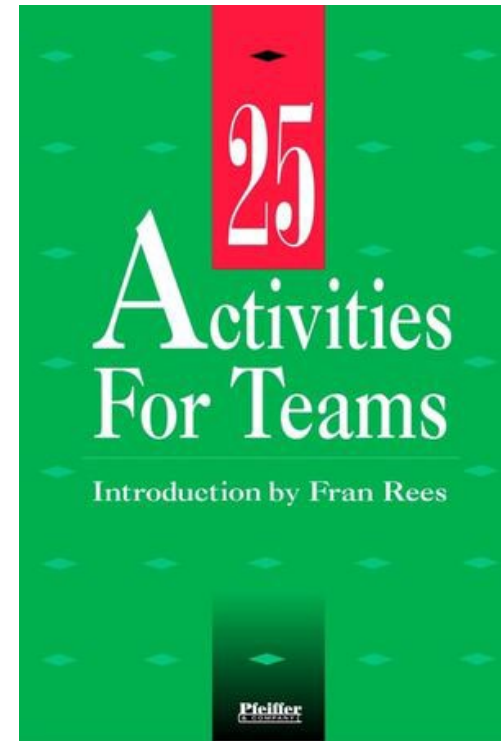
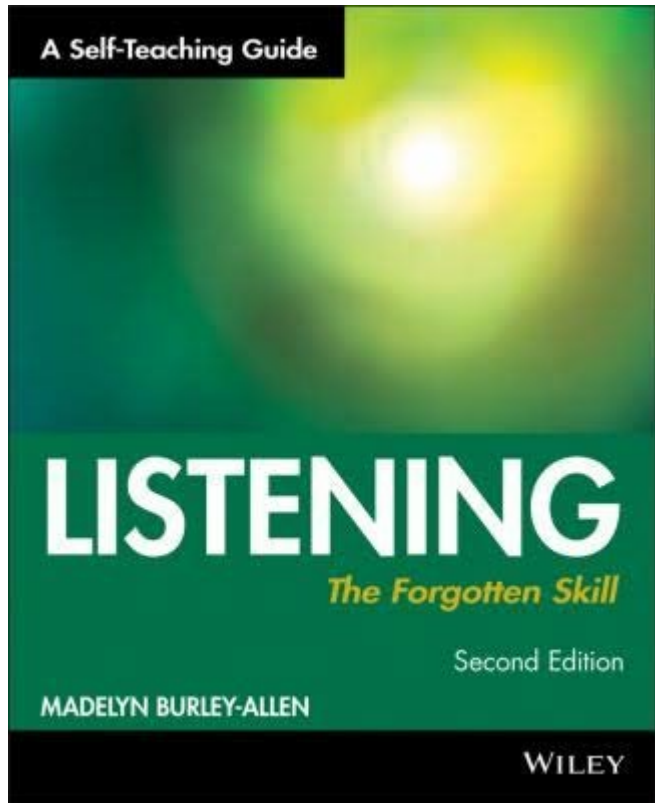
Georgia Peterson, petersog@msu.edu
Kendra Wills, willsk@anr.msu.edu

Michigan State University Extension, 2013-14

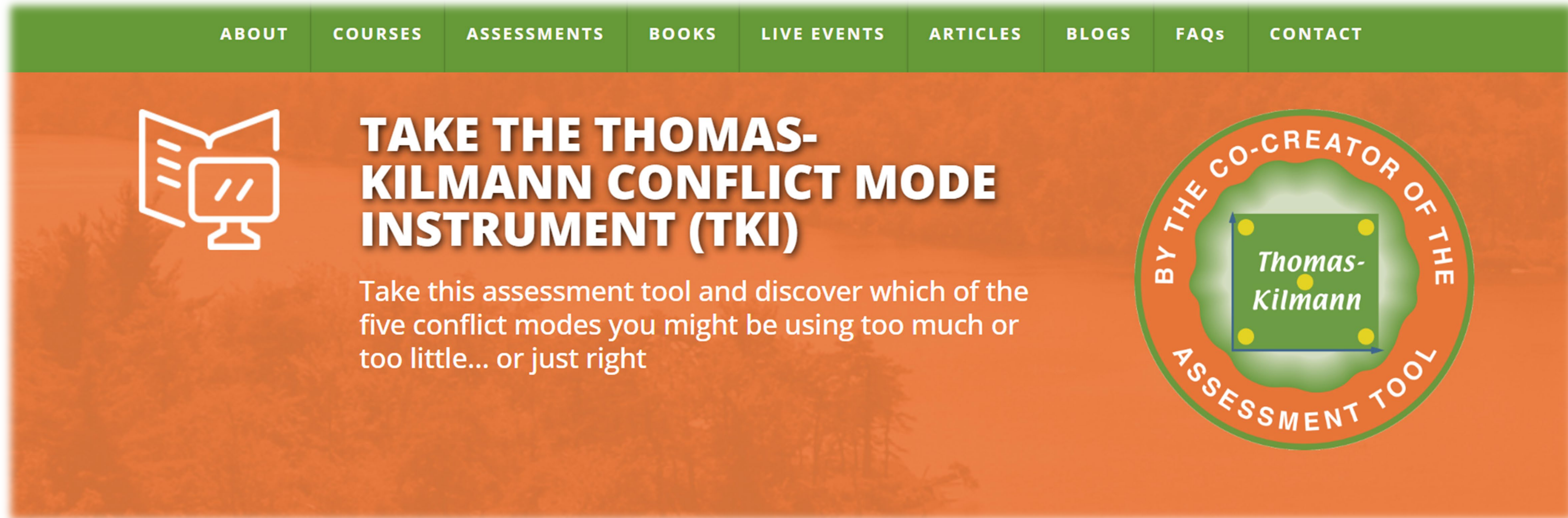
Smoothies Series, Fall/Winter 2013/2014



Resources



What's your conflict mode?



The image shows a screenshot of a website banner. At the top, there is a green navigation bar with white text links: ABOUT, COURSES, ASSESSMENTS, BOOKS, LIVE EVENTS, ARTICLES, BLOGS, FAQs, and CONTACT. Below the navigation bar is a large orange banner with a faint background image of trees. On the left side of the banner is a white icon of a computer monitor with a speech bubble above it. To the right of the icon is the main heading: **TAKE THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT (TKI)**. Below the heading is a paragraph of text: "Take this assessment tool and discover which of the five conflict modes you might be using too much or too little... or just right". On the right side of the banner is a circular seal. The seal has a green border and contains a green square with the name "Thomas-Kilmann" in white. The text "BY THE CO-CREATOR OF THE" is written along the top inner edge of the seal, and "ASSESSMENT TOOL" is written along the bottom inner edge.

ABOUT COURSES ASSESSMENTS BOOKS LIVE EVENTS ARTICLES BLOGS FAQs CONTACT

TAKE THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT (TKI)

Take this assessment tool and discover which of the five conflict modes you might be using too much or too little... or just right

BY THE CO-CREATOR OF THE
ASSESSMENT TOOL

Thomas-Kilmann



Past Program

Conflict Smoothies 2013-2014

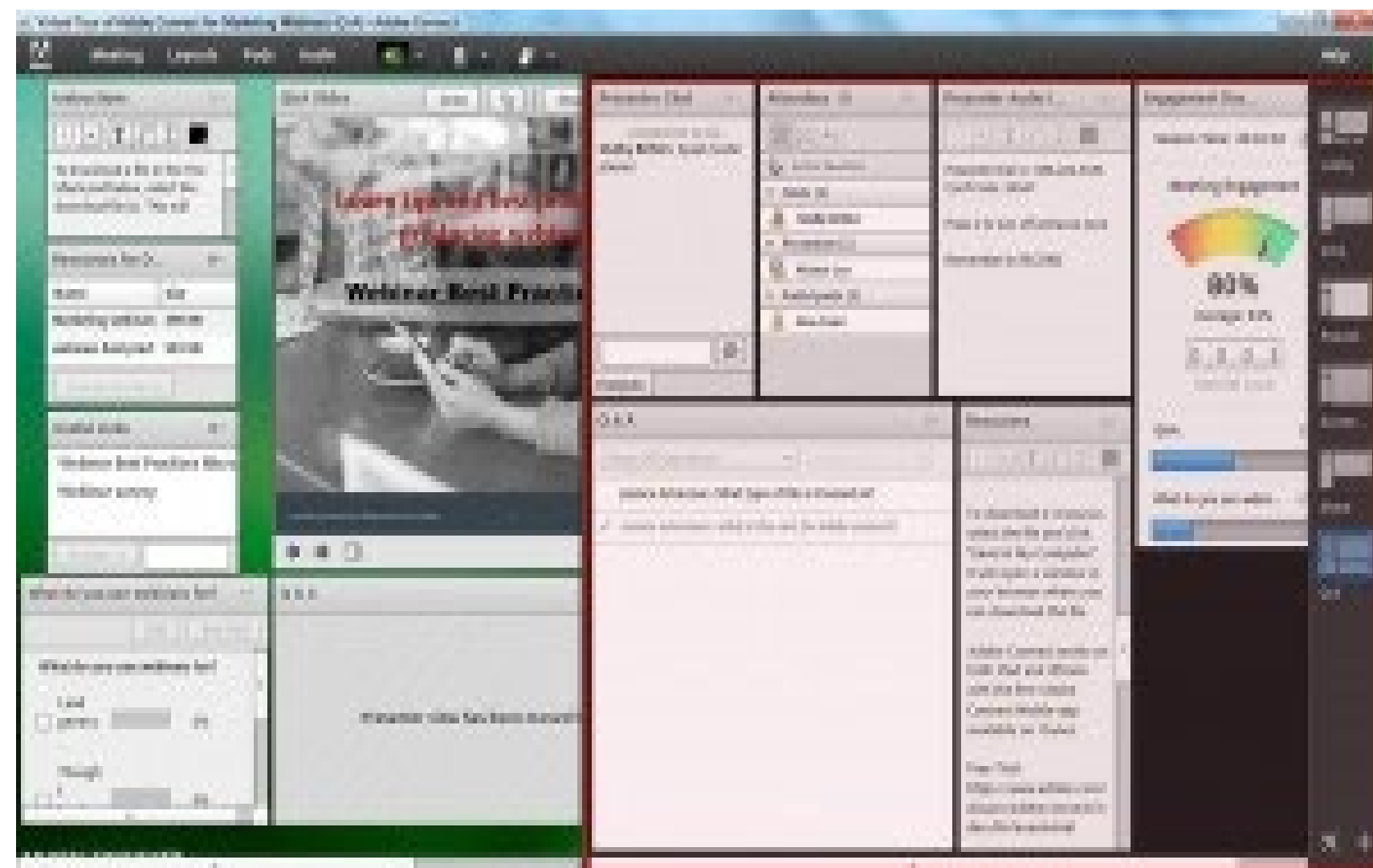
Conflict Smoothies are a series of nine, 30-minute online sessions focused on interpersonal and inter-group conflict resolution. They consist of engaging and interactive 'snippets' of a comprehensive framework. All will occur from 1:30-2:00 p.m. EST on two Thursdays per month from October 3, 2013 through February 6, 2014. Most of the time is spent building understanding and practicing skills (through poll and chat pods). Please join us for some healthy thought nourishment that will build your conflict muscles! Here are the titles (see the flyer, for more descriptive info):

1. **Approach: How to handle a conflict?** October 3, 2013
2. **Begin: How to avoid fight or flight? (Part 1)** October 17, 2013
3. **Listen: How to avoid fight or flight? (Part 2)** November 7, 2013
4. **Apologize or Contrast: How to avoid fight or flight? (Part 3)** November 21, 2013
5. **Reframe: How to move toward resolution?** December 5, 2013
6. **Role Storming: How to construct creative resolutions?** December 19, 2013
7. **Reach Agreement: What to do when stuck in the Groan Zone?** January 9, 2014
8. **Diagnosis: Why consider the 'why' of conflict?** January 23, 2014
9. **Application & Review: How to handle difficult behaviors?** February 6, 2014

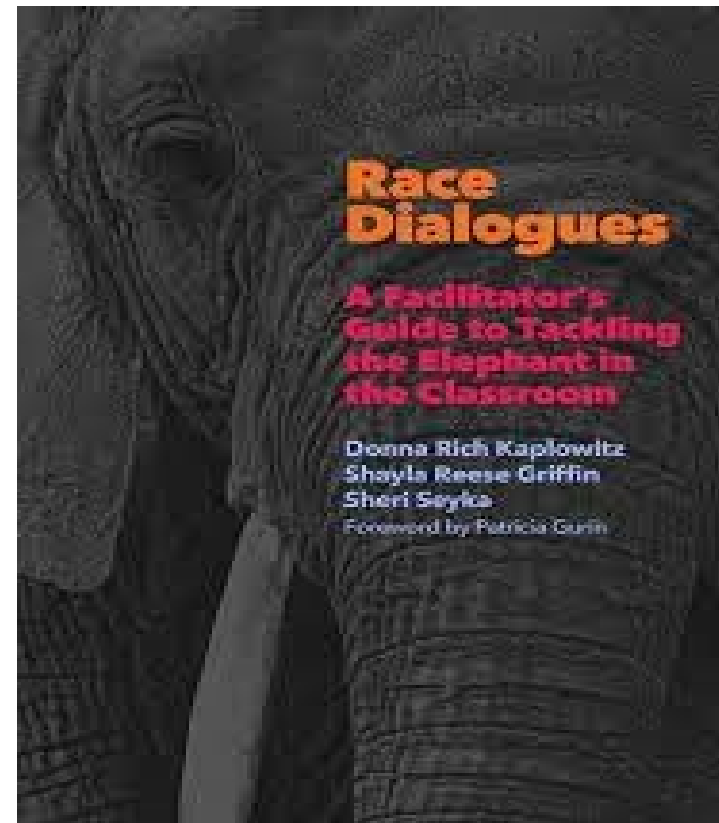
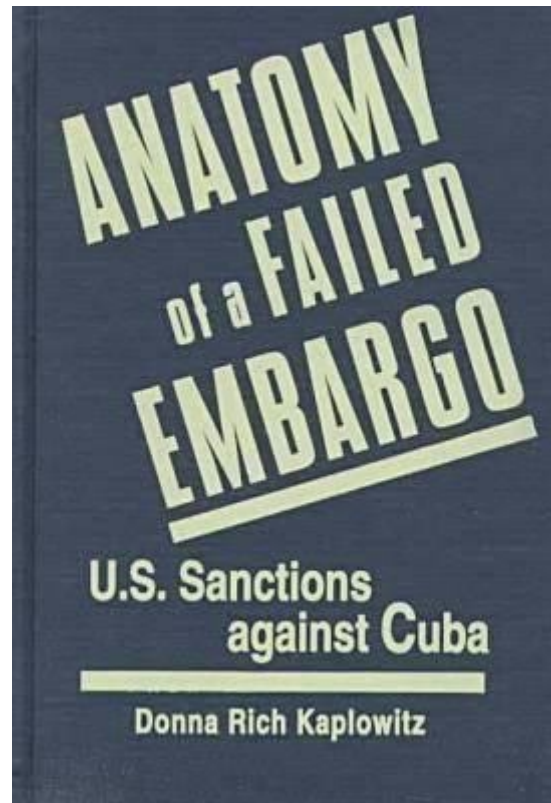
The cost for the series is **\$50**, which includes access to all nine sessions, handouts, an online 'conflict modes' inventory, and a personalized 11-page color report.

Online registration for Conflict Smoothies 2013-2014 is **open**.

The last day to register online for this event is [September 27, 2013](#).



Current Program



BUILDING INCLUSIVE COMMUNITIES

IN A SERIES

5 INTERRUPTING BIAS: A TECHNIQUE

THE PALS APPROACH
This is a methodology to use when you hear someone say something that may be problematic or hurtful to a specific group of people or yourself. The major objective of this approach is to stay connected with the person and speak your truth clearly.

P	<p>Pause Pause/Halt/Stop/Slow the conversation</p> <p>Things you can say:</p> <ul style="list-style-type: none"> • "Wait a Second." • "Excuse me." • "Um, hold on a second..." 	<p>The goal here is to interrupt the flow of the conversation to let the speaker know that you are interested in learning more about something they just said. Use your own instinct and language, but the most important first step is pausing the conversation when you hear something that you think might need to be addressed further.</p>
A	<p>Acknowledge/Ask Acknowledge what the person is saying.</p> <p>This sends the message that you are trying to make meaning out of what the person said, even if it is at odds with your own ideas. It shows respect/dignity/interest in collaboration/dialogue.</p> <ul style="list-style-type: none"> • "What I hear you saying is..." Or: "I appreciate your thinking on this..." 	<p>Ask for clarification, get curious, make sure you understand what the person said.</p> <ul style="list-style-type: none"> • "That sounds important, can you say more?" <p>Let them know what you think you heard them say. Maybe you misunderstood the person. Keep your voice calm. Sometimes that is all you need to do.</p> <ul style="list-style-type: none"> • "I think you said that gender defines who makes a good leader."
L	<p>Listen Listen to what the person said.</p> <p>Treat them with dignity. What really matters to the person?</p> <p>Though listening may sound simple, it is probably the most important thing you can do to continue to engage the person. There is a difference</p>	<p>between simply hearing a person in order to think of your response and the more active, engaged listening that takes place when you are truly trying to understand the meaning of what is being said. It is important to get curious and authentically listen to learn.</p>
S	<p>Speak Your Truth/Share Stories Speak your truth. Be clear. Describe your objection.</p> <p>Share your learning. Speak calmly. There is something powerful in story telling. While sharing factual data may be helpful, we know that people are moved to open up and take other perspectives when they hear stories.</p>	<p>You may share your own story, or share the story about someone you know.</p> <ul style="list-style-type: none"> • "I used to think that way too, but I have learned this is a stereotype and a person can be a good leader regardless of gender."

CONTACT US
inclusion@msu.edu
517-353-4563

MICHIGAN STATE UNIVERSITY
OFFICE FOR INCLUSION AND INTERCULTURAL INITIATIVES

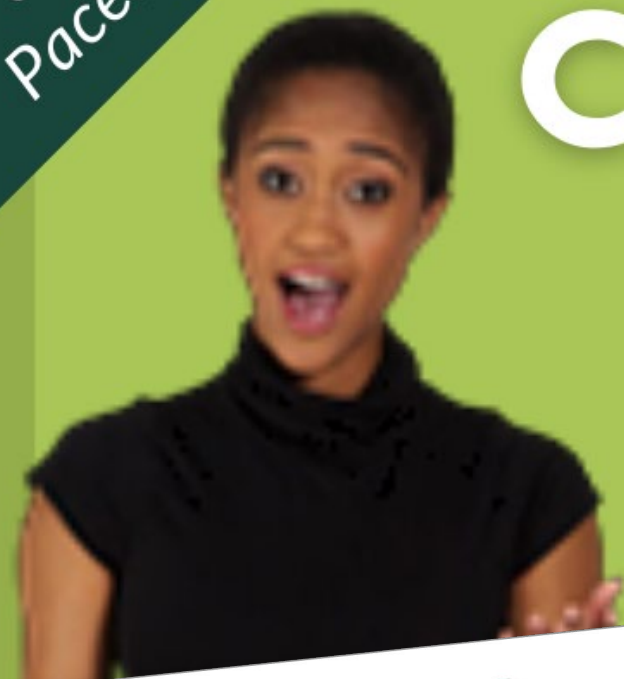
MICHIGAN STATE UNIVERSITY
OFFICE FOR INCLUSION AND INTERCULTURAL INITIATIVES

DIFFERENT TOGETHER



Online Self-Paced Modules

COMMUNICATING THROUGH CONFLICT

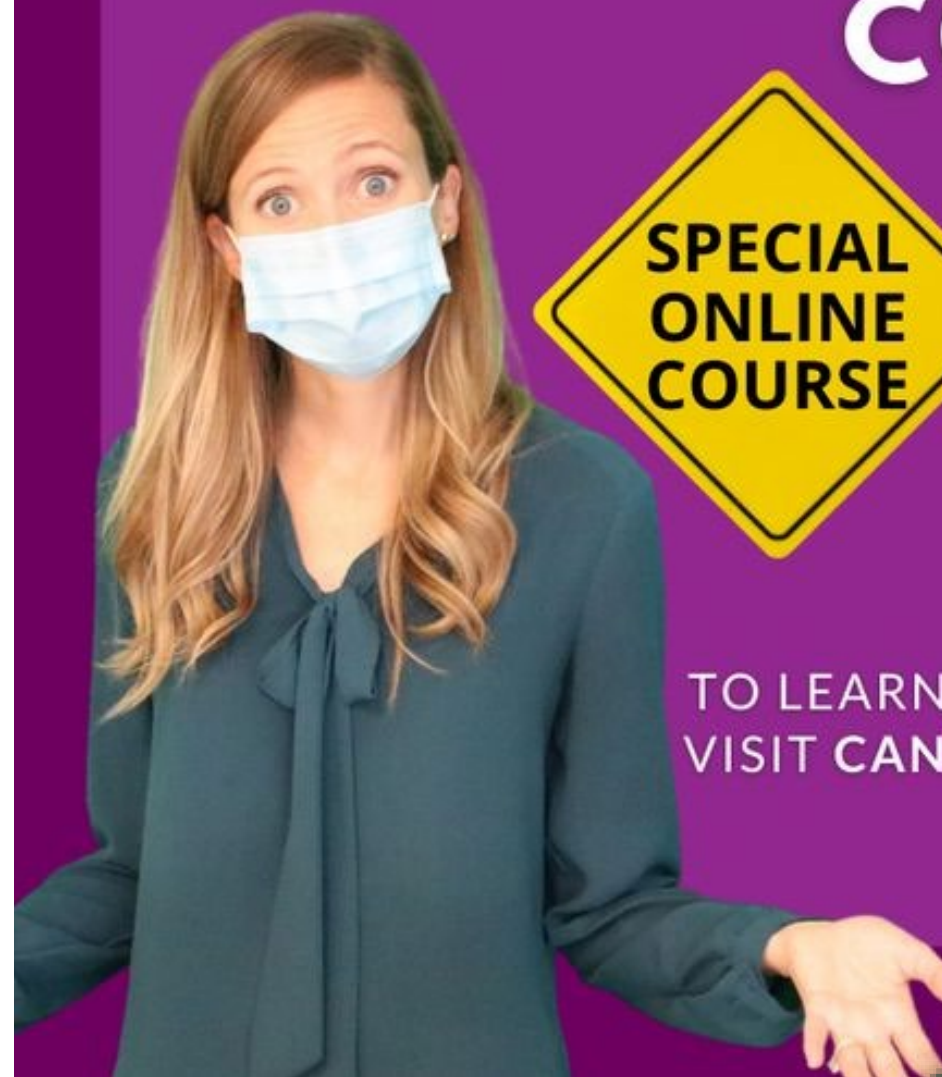


STER
LICT
sion

CERTIFICATE Of COMPLETION

is hereby granted to
Lindsey Gardner
for successful completion of
Communicating through Conflict Certificate Course
Thursday, October 15, 2020

COMMUNICATING THROUGH CONFLICT DURING COVID



TO LEARN MORE AND REGISTER
VISIT CANR.MSU.EDU/CONFLICT

DU/CONFLICT





Program

Content





ABOUT THE NATURE OF CONFLICT



Materials

- Participants receive:
 - [PALS Summary Page](#)
 - [Circle of Conflict Handout](#)
 - [Language Guide](#)
 - [List of References](#)
 - [Participant Journal](#)

Communicating through Conflict

P Pause		<ul style="list-style-type: none"> • Slow your physiological response- box breathing • Slow the conversation- Respond instead of react. • Determine the approach to use
A Affirm/ Ask		<ul style="list-style-type: none"> • Separate the people and problem • People-Affirm dignity Believe the best • Problem- Ask. Get the facts, understand the whole story
L Listen		<ul style="list-style-type: none"> • Listen actively and generously • Identify the interests behind their position
S Speak		<ul style="list-style-type: none"> • Framing-use neutral language • Apologize • State facts • Express feelings or importance • Move forward together



MICHIGAN STATE UNIVERSITY Extension

Communicating through Conflict WORKBOOK

Describe the situation where you are experiencing conflict.

P
PAUSE

- Pause Thoughts**
 - Breathe
 - Awareness of physiological reactions
- Take Notes**
 - Listen and respond later
- Reschedule**
 - Collect thoughts
 - Give time to reconvene
- Avoid**
 - End interaction
 - Safety is a priority

Reminder:
Pausing helps you stop or slow down the conversation. Give yourself time to respond instead of react.

What kind of a pause might you need?

How might you initiate this pause?

PAUSE



SPEAK



ASK



LISTEN



PAUSE

Stop or slow the conversation



RESPOND
INSTEAD OF
REACT



PAUSE

Slow it down



HOW TO PAUSE

CHECK IN WITH YOURSELF

Breathe

TAKE NOTES

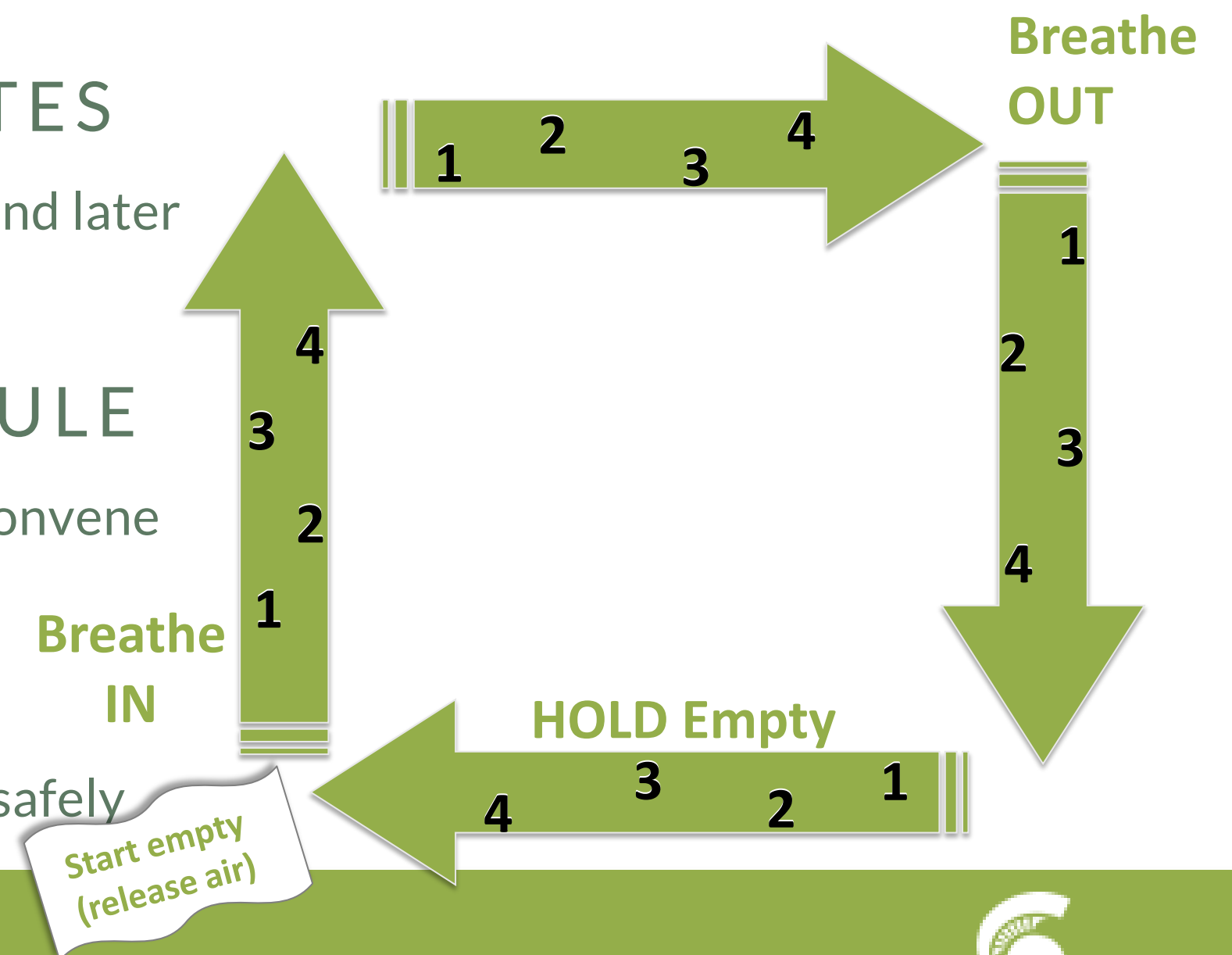
Listen and respond later

RESCHEDULE

Give time to reconvene

AVOID

End interaction safely



SPEAK



Your turn!



SPEAK



Framing your message

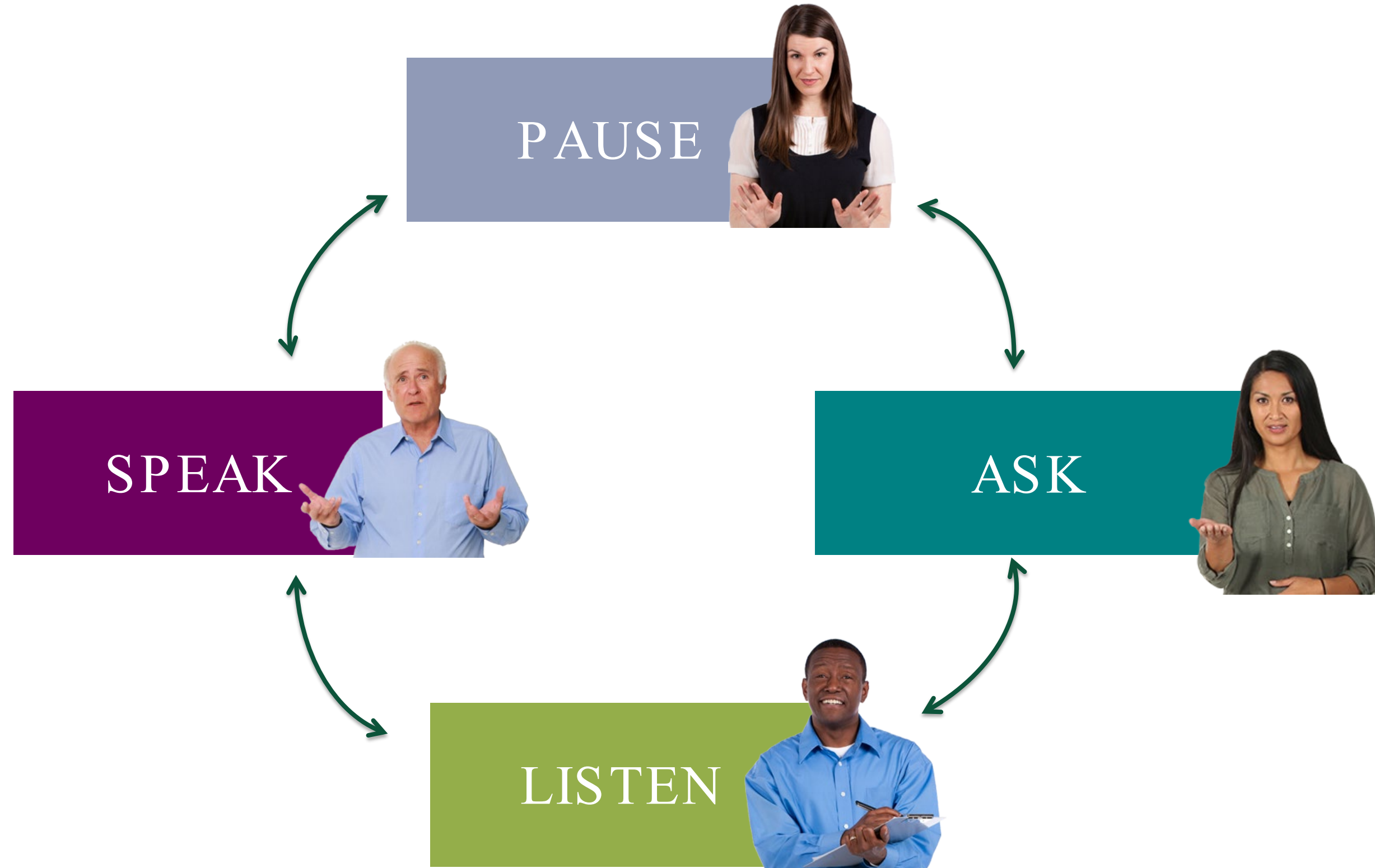
APOLOGIZE

- Simple “I” statement only
- No “if” or “but”

STATE THE FACTS

- Observed behaviors
- No judgments or blame







**Impact and Spread
of Communicating
through Conflict**



Participants by Program Areas (2020-Today)

Program Area	Participant Total
Government and Community Vitality	810
LEADNet (2021-Today)	83
Natural Resources	50
4-H	267

Total 1208



Internal Pilot (2020)

- All Extension staff were asked to completed the online Communicating through Conflict course
 - 96% agreed the training met the stated objectives
 - 94% agreed they will be able to use what they learned
 - 89% thought the format and presentation were effective

“This was an excellent course. I had taken the communicating through conflict training before. However, it is easier to learn about it than to put in to practice in real life with real people. I really appreciated the COVID section. We are all dealing with this in our friend and family circles which creates strain on relationships. It is good to know when to disengage and how to try to repeat and paraphrase interests and opinions.”



External Audiences

- One – three hour programs available by request and staff availability, generally delivered through a service agreement
 - [Apple Developer Academy](#) - Adding conflict skills to the technical skills taught by the program
 - Great Start Readiness Program
- Expanding reach through conference presentations
 - Michigan Onsite Wastewater Conference (2021)
 - Michigan Association of School Boards Annual Leadership conference (2022)
 - The Wildlife Society – Michigan Chapter (Planned 2024)



Enhancing other MSU Programs

- Pieces of the Communicating through Conflict program show up in:
 - [Citizen Planner](#): Pausing and Asking during controversial land use discussions
 - [Zoning Administrator Certificate Program](#): Box breathing and other lessons to improve customer service
 - [4-H](#): Incorporated into volunteer trainings, especially during return to F2F programming
 - Our own personal work





**“Nobody cares
how much you
know, until
they know
how much you
care.”**

Theodore Roosevelt





- **Tyler Augst**
 - MSU Extension Educator
 - Government and Community Vitality Team/Michigan Sea Grant
 - augsttyl@msu.edu



- **Bethany Prykucki**
 - MSU Extension Educator
 - Government and Community Vitality Team
 - Prykucki@msu.edu



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Questions?

Extension Demographic Data Collection form for Adults

Use the link or QR code below to take this
survey

<https://bit.ly/44xODEA>

Numbers are highlighted green, and **letters**
are in blue text.

