De-escalation
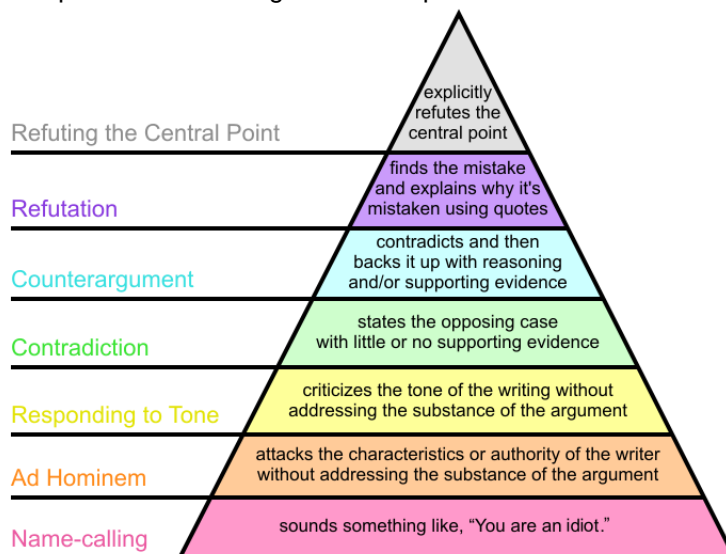
-De-escalation refers to behavior that is intended to escape the escalation of a conflict and reduce tension between parties
-This often involves techniques such as taking a time-out, and deflecting the conversation to individuals in the group who are less passionately involved.
-The idea is to bring people to a place of discussing the central point and not the other behaviors explained below

Refuting the Central Point — explicitly refutes the central point

Refutation — finds the mistake and explains why it's mistaken using quotes

Counterargument — contradicts and then backs it up with reasoning and/or supporting evidence

Contradiction — states the opposing case with little or no supporting evidence

Responding to Tone — criticizes the tone of the writing without addressing the substance of the argument

Ad Hominem — attacks the characteristics or authority of the writer without addressing the substance of the argument

Name-calling — sounds something like, "You are an idiot."

Creating Safe Spaces

-Supportive climates include situations which encourage descriptive speech in which the listener perceives requests for information as genuine
-problem-oriented atmospheres which stress the importance of finding mutual solutions to conflict, rather than trying to persuade the other to change their viewpoints and beliefs
-spontaneous communication, which is devoid of deception
-empathy for the feelings of the other and the giving of respect and legitimacy for the other's opinion, even if the two parties are not in agreement with one another
-an atmosphere of equality
-an atmosphere that encourages the idea that issues are open for debate, and that different and new ideas and suggestions can be considered.
(Creating Safe Spaces for Communication, Julia Chaitin)

Introversion/extroversion

-Introverts get their energy from being alone and it is drained by being with other people. This doesn't mean introverts don't like being around people or that they are shy, just that the effort of being around them is a drain on their energy.
-Extroverts get their energy from being with other people and it is drained by being alone. This doesn't mean extroverts cannot be alone or that they are social butterflies, just that the interaction with other people is what energizes them.
Tips for communication:
-Pick your moment and consider where they are at in terms of energy and emotion (ask when is a good time to discuss something, don't just launch in)
-Compromise on styles. Sometimes extroverts want to be more direct and introverts would like more time for processing
-Don't take it personally – be engaged with the person and solution oriented, but you do not have to take their problem to heart
(Like Hack, Betsy Talbot)

Hierarchy of workable communication

-In having a commitment to communication that works, there are several things to consider.
-First, the person must be able to hear you and be in a safe place to hear and be heard
-Second they want to know you are listening and not just defending or trying to get something from them
-Next the language you use must resonate with them and not encourage them to be defensive

The trap of right and wrong

-Most of us engage in communication that is based on being right and making others wrong. It's a natural survival technique. Being right is secure and self-assured. Often we don't see this immediately or say it in quite this way, but this concept underscores much of our human interaction.
-When we want to be right and make others wrong, we are not very effective at getting solutions. The person wants to defend themselves and then both parties are focused on positions and people-centered problems as opposed to situation or behavior-centered problems which are often easier to solve.
-When we give up being right, we leave more space to address conflict head-on and find solutions.

Active listening

-active listening is a way of listening and responding to another person that improves mutual understanding. Often when people talk to each other, they don't listen attentively. They are often distracted, half listening, half thinking about something else.
-fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker. Active listening involves listening with all senses.
-Eye contact, letting the person know you heard them and encouraging their speaking all help advance the conversation
(University of Colorado)

Direct communication

-Direct communication involves saying what you think and feel, and it is marked by active listening and effective feedback. It is clear, straightforward, and involves the two-way, free-flowing sharing of thoughts, feelings, and ideas. There is no pretense or hidden messages in direct communication; its purpose is quite simply to get or give information from one person or group of people to another.
(goodtherapy.org)

Nonviolent communication

-Nonviolent Communication (NVC) is based on the principles of nonviolence-- the natural state of compassion when no violence is present in the heart.
-NVC begins by assuming that we are all compassionate by nature and that violent strategies—whether verbal or physical—are learned behaviors taught and supported by the prevailing culture.
-NVC also assumes that we all share the same, basic human needs, and that each of our actions are a strategy to meet one or more of these needs.
-Using NVC in communication involves speaking about needs and not about pointing blame. Saying "I have an unmet need for safety right now" is different than saying "you are scaring me", and makes your language more accessible to the person you are speaking with
-NVC also acknowledges that each person to is responsible for their own needs and emotions, which again, discourages the blame of others and is more solution-focused

Conflict management

-If people cannot see eye to eye, instead of dissolving the relationship, they can decide to set boundaries. So they are managing the conflict instead of resolving it, which doesn't always seem possible.
-Managing conflict looks like setting boundaries for what can be discussed, any space that people need (i.e. let's not talk for a couple days because I cannot talk right now, I need time to process and then I'll call you next week)

"I" statements

-A method of speaking that involves people speaking about their own experience and not focusing on the other person involved in communication or conflict. So instead of "you really made me mad", you would say "I feel mad/frustrated about this situation")
-This implies ownership by the person speaking and not blame on the other
-This approach helps your communication partner not be on the defensive or feel attacked, which encourages them to stay in the dialogue