

1. Bio (2 min) – SLIDE 1
2. Overview of Talk – SLIDE 2
 - a. Who is the talk for? (1 min)
 - a.i. "Where do I start?"
 - a.ii. "Current tools haven't worked"
 - a.iii. Felt uncomfortable voicing concerns
 - b. What this talk does not cover
 - c. Suggested use of time
 - c.i. Icebreaker (5 min)
 - c.ii. Ground rules/roles (5 min)
 - c.iii. Conflict resolution questions (25 min)
 - c.iv. Break! (2 min)
 - c.v. Interest-based bargaining (10 min)
 - c.vi. Non-violent communication (10 min)
 - c.vii. Emotional labor (15 min)
 - c.viii. Resources to walk away with (10 min)
 - c.viii.1. Conflict resolution process template
 - c.viii.2. Conflict resolution questions exercise
 - c.viii.3. Emotional labor assessment
 - c.viii.4. Describe "[mad maps](#)"
 - c.ix. Where we've been (5 min)
 - c.x. FAQs (5 min)
3. Icebreaker (TBD) – SLIDE 3
4. Ground Rules/Roles – SLIDE 4
 - a. Ground rules discussion
 - b. Logistical roles discussion
5. Conflict Resolution Questions Exercise – SLIDES 5, 6, 7
 - a. Questions Chunk #1: Getting to Know Our Coops (suggestion: do as big group) – SLIDE 5
 - b. What is conflict?
 - c. Questions Chunk #2: Identifying Opportunities for Improvement (suggestion: opt-out small groups; designate one person to report back) – SLIDE 6
 - d. Reporting back from small groups
 - e. Questions Chunk #3: Focusing on Solutions (suggestion: do as big group) – SLIDE 7
6. Emotional Labor
 - a. Introduce emotional labor
 - b. Handout: sheet from emotional labor assessment
 - c. How is emotional labor created?
 - d. Discussion
7. Interest-based bargaining
 - a. What is it?
 - a.i. Positions vs. needs/interests/identity

- b. Promises
 - b.i. Find win-win solutions
 - c. Criticisms
- 8. Non-violent communication
 - a. What is it?
 - a.i. Observation (specific to time and context)
 - a.ii. Feelings
 - a.ii.1. Feel vs. think
 - a.ii.2. Feelings vs. assessment of what others think (e.g., NO "I feel unimportant to X")
 - a.ii.3. No vague words for feeling (e.g., "good")
 - a.iii. Needs
 - a.iii.1. "I feel ____ because I need ____"
 - a.iv. Request
 - a.iv.1. Positive action (rather than restraint)
 - a.iv.2. Be concrete
 - a.iv.3. Requests vs. Demands
 - b. Promises
 - b.i. Purge violence from speech
 - b.ii. More clearly communicate reasons behind requests
 - c. Criticisms
- 9. Resources
 - a. Conflict resolution process template
 - b. Conflict resolution questions exercise
 - c. Emotional labor assessment
 - d. Describe variation on "[mad maps](#)"
- 10. Where we've been
 - a. Conflict resolution as a tool to make sure that everyone feels comfortable in their home and free to raise concerns if they have them
 - b. Critical awareness that way you experience conflict may not be how others experience
 - c. How to bring this discussion into your coop
 - d. Tools for conflict resolution (interest-based bargaining, NVC)