



Communication, conflict and living cooperatively (Created by Erin Hancock, Summer 2016)

1. Training Session Information	
Group size: 6-30	Facilitators: 1-2 main, up to 4 floaters to support small group discussions depending on group size
Topics: Communication, conflict resolution, how to live together, how to express yourself	Length of Session: 2.5 hours

2. Learning Objectives
<p>What do we want the participants to know and/or be able to do?</p> <ul style="list-style-type: none"> -Articulate needs -Give feedback in an effective way -Have more tools for handling conflict and difficult conversations -Have more access and comfort with self expression

3. Set Up
<p>A. Learning Environment</p> <ul style="list-style-type: none"> -Circle with good view of everyone, chairs for everyone (tables optional) -Extra space for breakout groups nearby -Wall space to hang flipchart paper
<p>B. Resources / Materials</p> <ul style="list-style-type: none"> -Scrap paper and pens for breakouts or for individuals as they wish -Flipchart (large sheets) and markers -Water and snacks on the tables
<p>C. Items to Prepare Before the Session</p> <ul style="list-style-type: none"> -Review facilitation notes, activity sheets and descriptions, debrief questions, consider current or recent relevant examples to help messages land -Review or do further research on the concepts and be familiar/comfortable with them -Print the facilitator notes/schedule and the various handouts and items needed for activities -Clean up learning space and bring chairs as needed -Water and snacks

4. Schedule		
TIME	TOPIC/ACTIVITY	MATERIALS/NOTES
5 mins	<p>Welcome</p> <ul style="list-style-type: none"> -Welcome participants -Review objectives for the workshop -Post a "parking lot" page for things that we want to capture (maybe for a future workshop or if there is extra time at the end) so we can list them somewhere throughout and not get off topic -Review community agreements (more details in the "community agreements") for the meeting -Request a volunteer to be a vibes checker 	<ul style="list-style-type: none"> -Schedule on wall if desired (high level only) -Community agreement sheet on the wall with few core agreements
10 mins	<p>Introductions</p> <ul style="list-style-type: none"> -Go-around to share names, pronouns, and answer a simple question like "what is something you would like to improve on in terms of your communication with others?" Or "what is a common communication challenge you witness?", ask if anyone has any special needs for the workshops and/or anything to add to the community agreement 	

<p>20 mins</p>	<p>Nuances of communication</p> <ul style="list-style-type: none"> -Hand out paper and pens/markers so everyone has one of each -Ask for a volunteer for a communication exercise -Begin exercise where the one volunteer describes an image (not saying the shape names) and then others all listen to the description and draw it on their paper as best as possible. They cannot ask questions. There are instructions on the sample picture that you give the volunteer. (7 minutes) -Debrief how the same instructions were given but people came up with different outcomes. We always have ourselves/our lenses/our understanding and interpretation in our conversations, we don't just hear what is said plain and simple. Invite people to share examples from their own lives as a debrief. (3 mins) <p>-Exercise: "I didn't say you were stupid". Have 6 people volunteer to read one of the phrases (one by one) and ask them to emphasize the bolded word and then explain what the sentence means with the emphasis they gave. Debrief that there is so much more to language than just the words we say. Ask the group: What did you notice while we did the exercise? How does this relate to day to day communication? (10 mins)</p>	<ul style="list-style-type: none"> -Paper, markers, pens, pencils -Printed sample drawing to be described by the volunteer to the group (don't show others – give them a folder so the page isn't see-through), paper for everyone and pens -Handout (cut into slips) the phrase with different words bolded (And give a handout with the explanations to anyone who would benefit – those who have hearing impairments and those who have trouble with English)
<p>30 mins</p>	<p>Conflict resolution</p> <ul style="list-style-type: none"> -Invite the group to brainstorm different ways to understand conflict (for some it's frightening, for others it's healthy, for other's it's a relationship-building experience), how to avoid alienation (get a volunteer to capture the ideas on chart paper as they go) -Hand out slips for volunteers to read on own (1 per person) and ask them to be ready to explain to the group in a go-around based on their understanding or they can simply read the info on the slip aloud (basically their role is to inform the group about what the concept is). After each definition is shared, ask the group if they would like to add to the definition, share alternatives, ask questions. The definitions include: <ul style="list-style-type: none"> -“I” statements (ownership for our own feelings) -de-escalation -creating safe spaces -introversion/extroversion -the trap of right and wrong -active listening -non-violent communication (needs-focused, taking personal responsibility) -conflict management (maybe not resolved but have agreed how to handle it) -direct communication -Again, after going through all of the definitions, ask if people have any questions. 	<ul style="list-style-type: none"> -Chart paper and markers -Print out pages cut into slips, also have a copy for the facilitator(s)
<p>20 mins</p>	<p>Communication in NCHC and tough conversations</p> <ul style="list-style-type: none"> -Group discussion and flipchart ideas (ask for a volunteer to write the ideas on flipchart): What works for this community in terms of communication (tough conversations, making change, being heard, etc and why do we care about our communication- why are we committed to communication that works)? -Role playing activity – 1 for whole group (have a few volunteers leave the room to come up with a typical house conflict they can role play in a way that communication <u>isn't working well</u>, have them 	<ul style="list-style-type: none"> -Chart paper and markers

	<p>present it, then have people debrief it and suggest alternatives – talk about non-verbals, suggest they think about some of the concepts from earlier, then have the group go prepare to role play with the suggestions integrated)</p> <p>- In pairs practice a conversation (have them designate a person to start, give each 3 mins and yell out when to switch): Tough conversations, elephant in the room, uncomfortable conversations, giving or receiving constructive criticism (role playing or practicing them in pairs). Invite participants to choose a partner they are comfortable working with for this exercise.</p>	
10 mins	“5 minute” break	
20 mins	<p>Mad maps and conflict styles (adapted from ICARUS project)</p> <p>-Explain that everyone handles conflict differently and it helps when we can express how we are in conflict as well as what helps and hinders</p> <p>-Hand out worksheet to each person and pens as needed</p> <p>-Provide 5-8 mins for people to reflect in silence and jot down what’s true for them, ask them to “star” 1 the key thing that defines their response to conflict, one thing that helps them and one thing that hinders (or if short on time, say they can share it at the next house meeting – but ideally now. You could save time by breaking into the two houses and sharing in those groups).</p> <p>Debrief:</p> <p>-Allow people to each share their go-to reaction to conflict, one thing that helps and one thing that hinders in a go-around and allow them to pass as they wish</p> <p>-Open up to popcorn about how people do and can express boundaries, how to say when I’m uncomfortable</p> <p>-Remind people of their tools: vibes people.</p>	-Handouts for everyone (entitled mad maps/conflict styles)
20 mins	<p>Active listening</p> <p>-Remind the group of the definition of active listening that was shared earlier and how to do it</p> <p>-Concentric circles activity: divide group in half based on people self-identifying as quiet or loud typically (those who take up space at meetings versus those who take up little space), have half make a circle facing outwards and half make a circle facing inwards (people can double up if the circles aren’t even so 2 from one circle speaking to 1 in the other circle) facing the people in the other circle. Instruct them to practice not adding anything, being a space for sharing for the people who are normally quiet, 2 minutes of talking while the other(s) just listens, then announce the switch to rotate – outer circle only - to the next person. Again, the typically loud people just listen and the quiet people just talk. The thing to talk about that you announce each round can be: Something I find really rewarding is... Something I enjoy doing in my spare time is... Something I am good at is...</p> <p>-Rotate once more and hand out debrief question slips for people to debrief with the person across from them then ask for a couple ideas to be shared (a couple from the overall group, not each person) when back in the full group.</p>	-Print and cut slips of the debriefing questions (to discuss in pairs or triads)
15 mins	<p>Closing</p> <p>-Do a go-around checkout, invite people to share something they got out of the workshop today, anything they want to commit to</p>	-Printed resource pages (1 copy per person)

	<p>-Thank everyone for their participation and reinforce any key ideas and accomplishments of the day (summarize and highlight a few things)</p> <p>-Hand out workshop feedback forms and collect as people exit while handing out resource pages to each as they leave</p>	<p>-Workshop feedback forms for each person (reminder: there are 2 per page when printing – cut ahead of time)</p>
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<p>5. Assessment (collect data) / Evaluation (interpret data)</p>
<p>Add a summary of feedback below here as well as the date delivered so we can keep a record over time as we deliver and improve it.</p> <p>August...</p> <p>Summary:</p>

<p>6. Facilitators Reflections on the Session</p>
<p>What changes could be made to make the session more effective? Include the date and summary below from a short debrief session between the facilitators or individually if facilitated by only 1.</p>

Other resources:

<https://www.nasco.coop/resources/communication>

AORTA Coop aorta.coop/resources

Map maps, ICARUS Project theicarusproject.net/the-first-mad-maps-guide-is-here/

Non-violent communication cnvc.org