

Human Relations Initiative, Inc. is a non-partisan organization which advocates for cultural social transformation by advancing diversity, equity, and inclusion through awareness, education, and dialogue.
(mission statement)

Diversity, Equity, & Inclusion Training HANDOUT

Topic: Conflict Identification, Management, and Resolution

- **Conflict**
 - Differing positions, without immediate solution(s), emotions are present, perceptions often negative
- **Conflict Identification**
 - Causes: [Examples] Misunderstandings, Perceptions, Values, Prejudice, Diversity, Values, etc.
 - Signals: [Examples] Distance, Provocation, Defensive, Avoidance, Silence, Isolation, Ignoring, etc.
- **Conflict Management**
 - Active Listening: Be Present, Understanding, Don't Rush, Don't Interrupt
 - Be Reflective: Summarize while focusing on the other and include facts and feelings
 - Respectful Communication: Flexible with focus on ability to successfully create, foster, and improve relationships (cross-cultural base)
 - Styles and [Outcomes] - Accommodating [Lose – Win], Avoiding [Lose - Lose], Collaborating [Win – Win], Competing [Win – Lose], Compromising [Lose – Lose]
- **Conflict Resolution**
 - Benefits: Prevents violence or escalations of problems (difficult situations), disagreements (different perspectives), or conflicts (different positions)
 - Forward Approach (Best Practices) – BE P.E.R.F.E.C.T.
 - **P**atient, **E**mpathetic, **R**espectful, **F**riendly, **E**ngaged, **C**ollaborating, **T**ransparent