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Where people  
**work together**  
**courageously,**  
their potential  
is unlimited.

Social **Prosperity**<sup>™</sup>  
Partners

3

# 10 Pragmatic Lessons

FROM  
TO **CONFLICT**  
**CONVERSATION**



4

1.

Make everyone feel welcome

2.

Open a courageous conversation by saying "Tell Me More"

FROM

TO

CONFLICT

CONVERSATION



5



6

**What issues/concerns are at the core of the most challenging conflicts you face?**

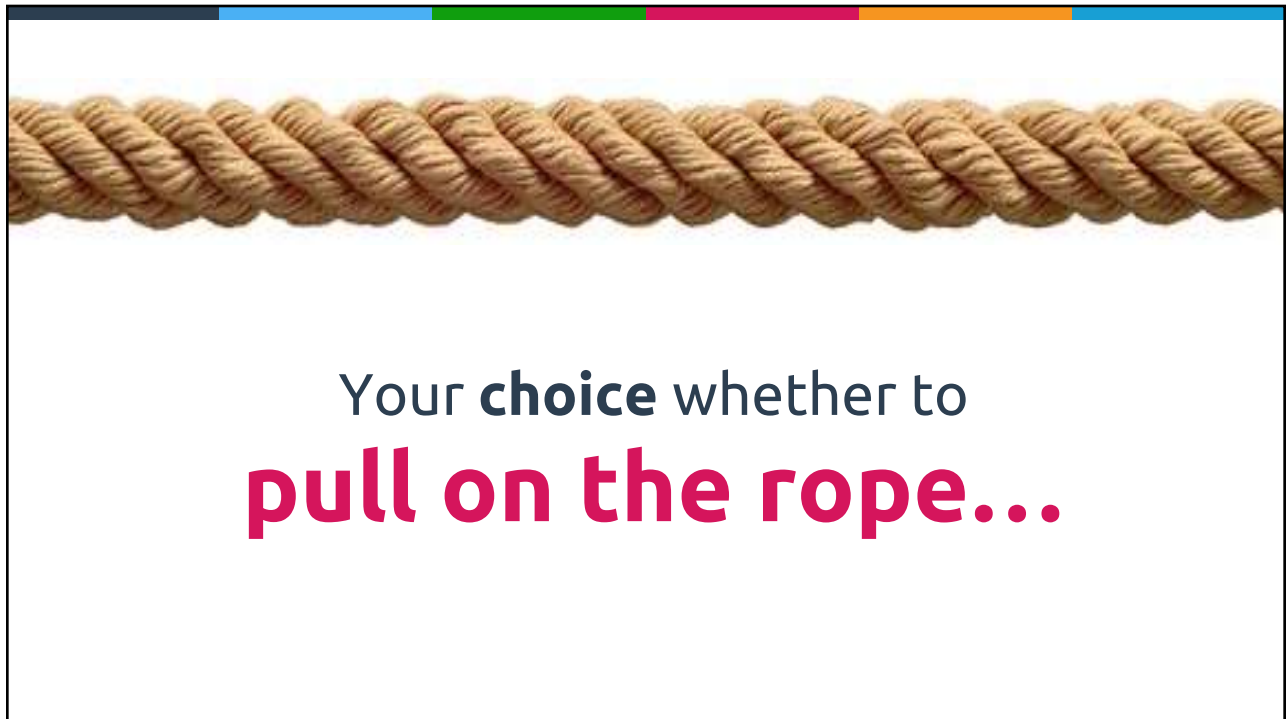


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**Conflict** is the **clash** of opposing interests, values, or actions.

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12



1. Make everyone feel welcome
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3. Approaching a point of conflict, ask "Are you open to discussion?"

13



**"One nation, under God, indivisible, with liberty and justice for all."**  
Pledge of Allegiance

**"A divided society, addicted to outrage, mired in anger, cynicism, and exhaustion."**  
A Civic Assessment

14









19



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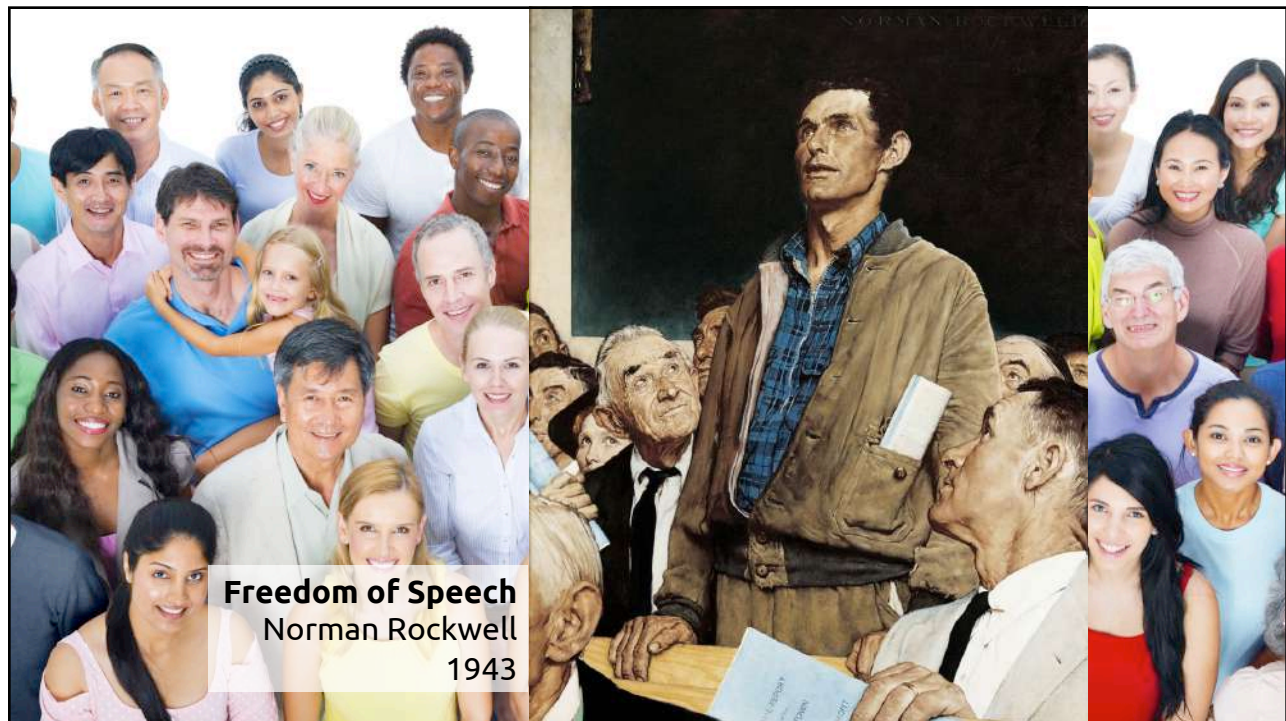




- ✓ Togetherness
- ✓ Fairness
- ✓ Peacefulness
- ✓ Security
- ✓ Betterment
- ✓ Sustainability

**Principles**  
Not Politics

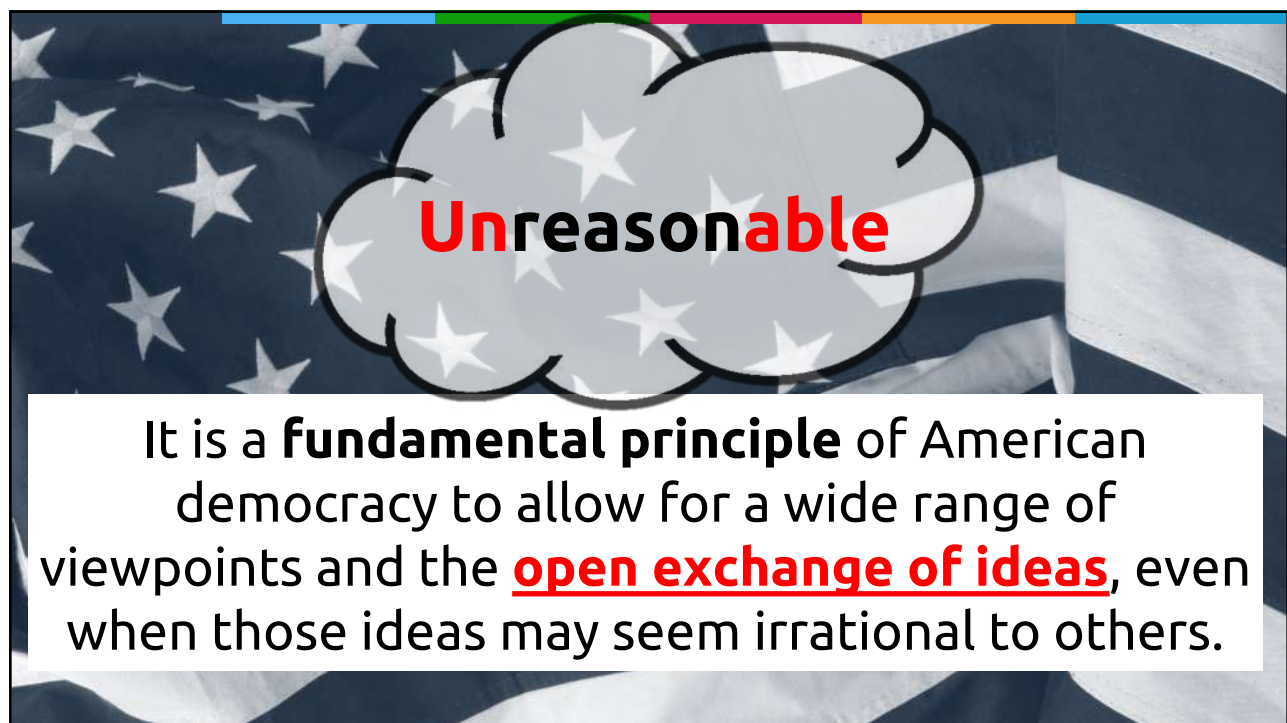
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24





- **Obstinance:** Stubbornly sticking to your opinion, without an openness to consider other viewpoints or validation.
- **Demagoguery:** Using inflammatory rhetoric to influence public opinion instead of rational arguments.
- **Exclusivism:** Excluding or suppressing alternative perspectives, beliefs, or identities.

25



## Answer the Call to Leadership:

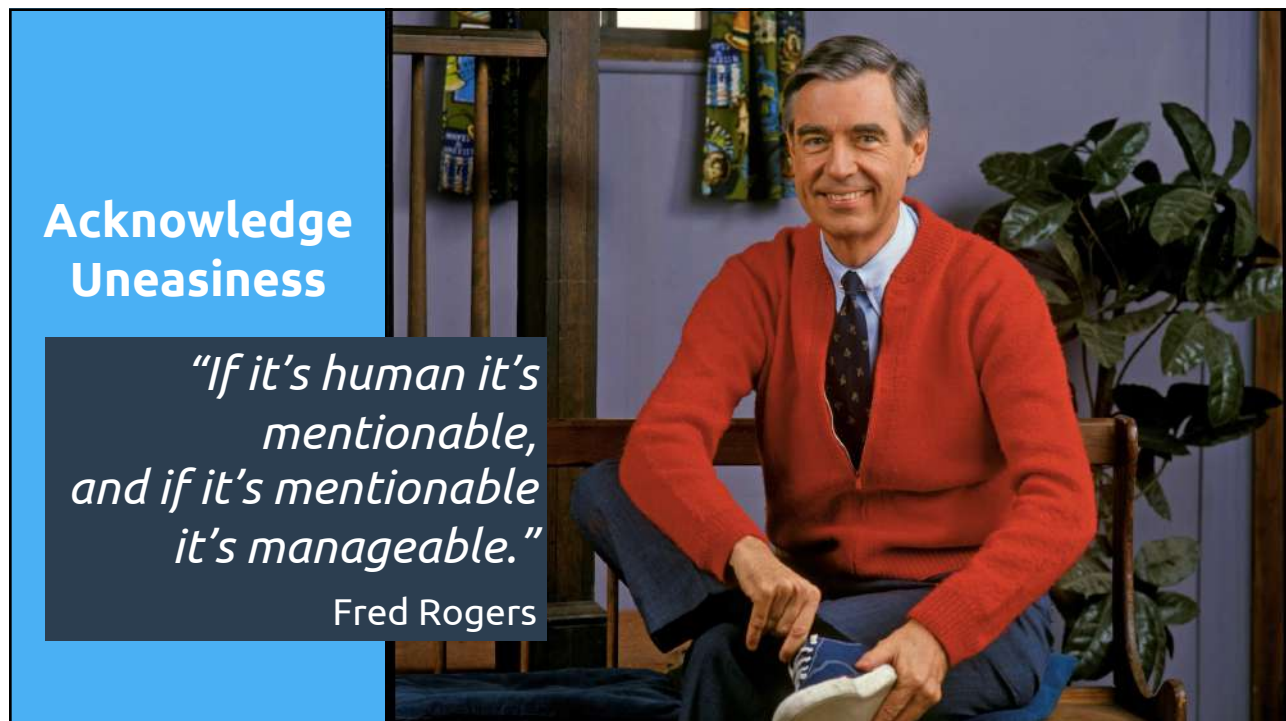
1. **Verify Facts:** Share your rationale
2. **Fearlessly Inclusive:**
  - *Never be afraid to "slow down & open up"*
3. **Exercise Your Skills:**
  - Teamwork
  - Communication
  - Self-Care

26



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2. Open a courageous conversation by saying "Tell Me More"
3. Approaching a point of conflict, ask "Are you open to discussion?"
4. Don't be afraid to seek shared values
5. Call out obstinance, demagoguery & exclusivism
6. Answer your call to leadership

27



**Acknowledge Uneasiness**

*"If it's human it's mentionable, and if it's mentionable it's manageable."*

Fred Rogers

28



29



30



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6. Answer your call to leadership
7. Practice emotional intentionality
8. Not all dialogue is courageous conversation

31



**Avoid Binary Choices**

Courageous Conversations need **never** be a win/lose proposition.



32

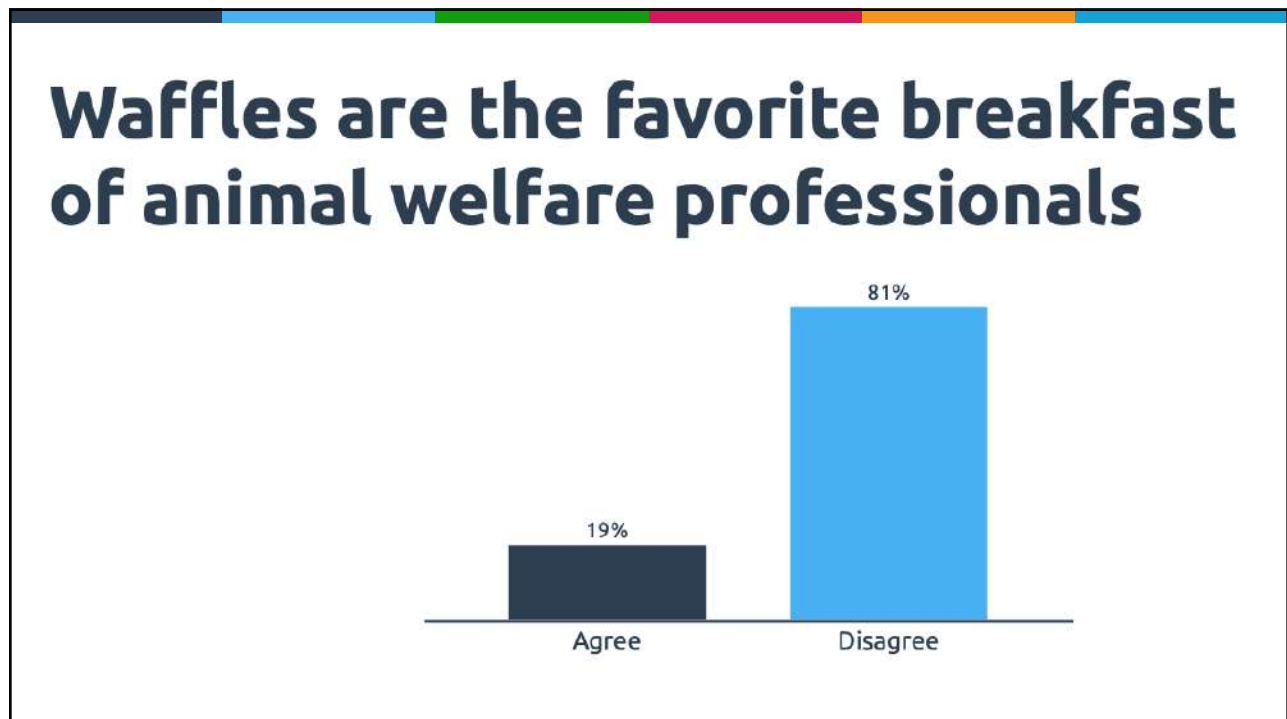


**Waffles** are the favorite breakfast of animal welfare professionals.

Agree


Disagree

33



34

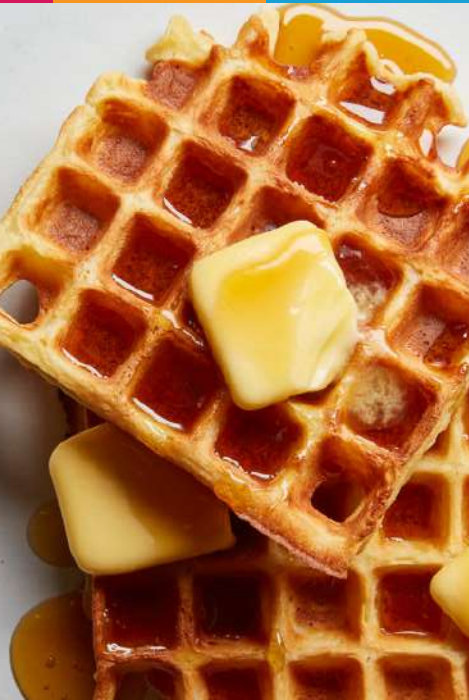
**Waffles** are the favorite breakfast of animal welfare professionals.



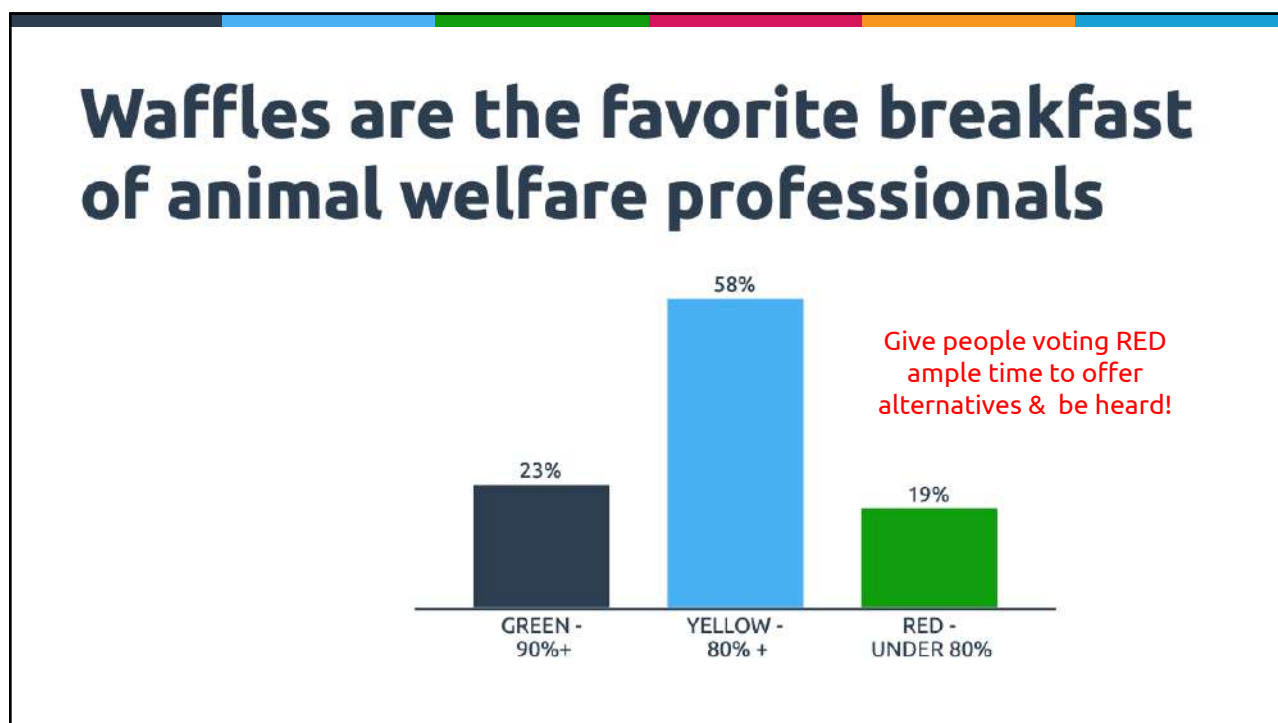
**<80%**

**80%+**

**90%+**



35



36



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7. Practice emotional intentionality
8. Not all dialogue is courageous conversation
9. Avoid binary choices



37

*"The future is unknowable, but it's incredibly malleable."*

Matt Lehrman



38

**THANK YOU** for the difficult,  
stressful, and incredibly  
important work that you do.

39

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7. Practice emotional intentionality
8. Not all dialogue is courageous conversation
9. Avoid binary choices
10. ***And one more...***



FROM **CONFLICT**  
TO **CONVERSATION**

40





41



42



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7. Practice emotional intentionality
8. Not all dialogue is courageous conversation
9. Avoid binary choices
10. **YOUR LEADERSHIP MATTERS!**

43



**You lead people  
from conflict to conversation  
by making them feel  
connected,  
respected,  
& heard.**

Social Prosperity™  
Partners

44