



FROM TO **CONFLICT** CONVERSATION

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Make Everyone Feel Welcome

HERE WE ARE, TOGETHER.

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Where people
work together
courageously,
their potential
is unlimited.

Social **Prosperity**[™]
Partners

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10 Pragmatic Lessons

FROM
TO **CONFLICT**
CONVERSATION



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1. Make everyone feel welcome
2. Open a courageous conversation by saying "Tell Me More"

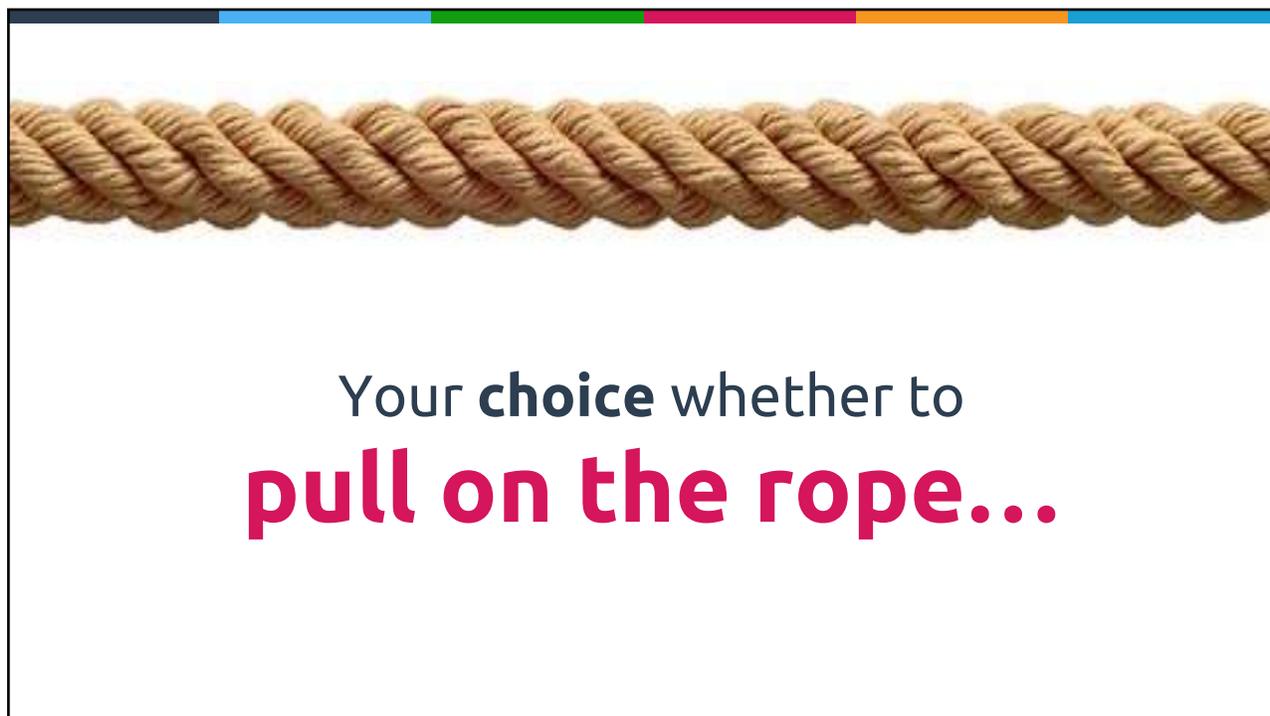


FROM TO CONFLICT CONVERSATION

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Your **choice** whether to
pull on the rope...

9



...or invite people to
join together
in resolving their disagreement.

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3. Approaching a point of conflict, ask "Are you open to discussion?"

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"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

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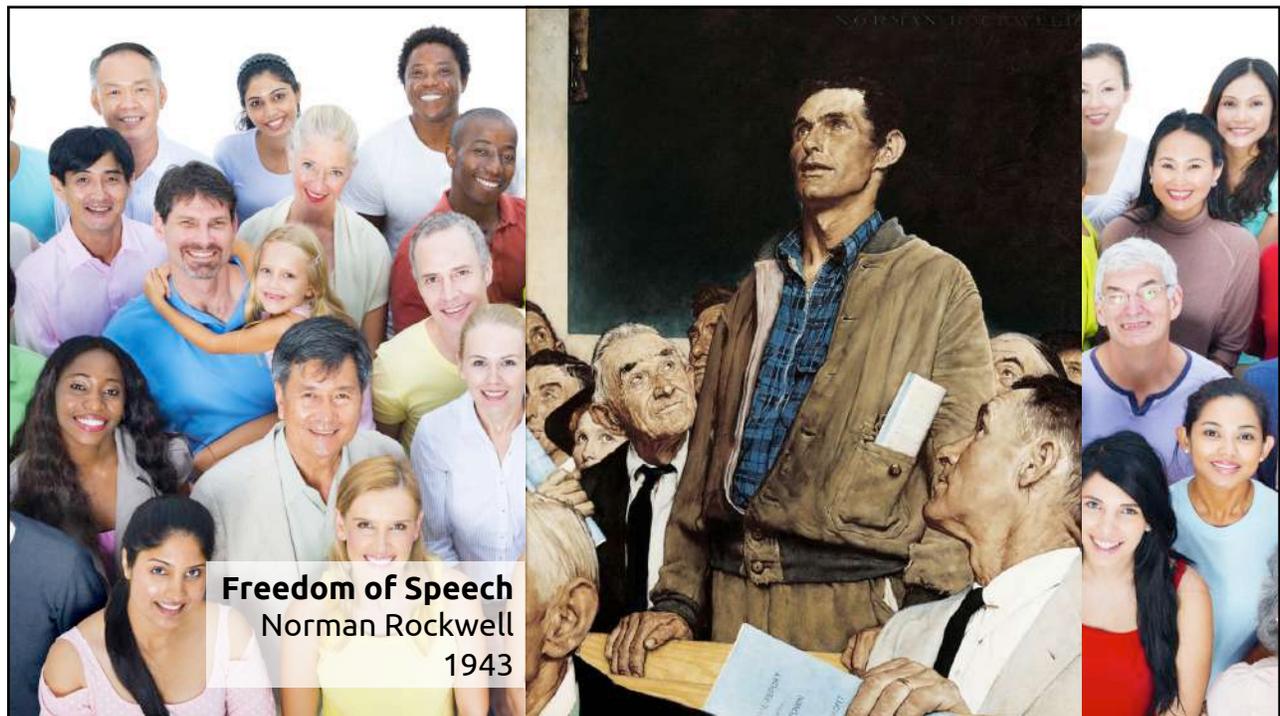
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- ✓ Togetherness
- ✓ Fairness
- ✓ Peacefulness
- ✓ Security
- ✓ Betterment
- ✓ Sustainability

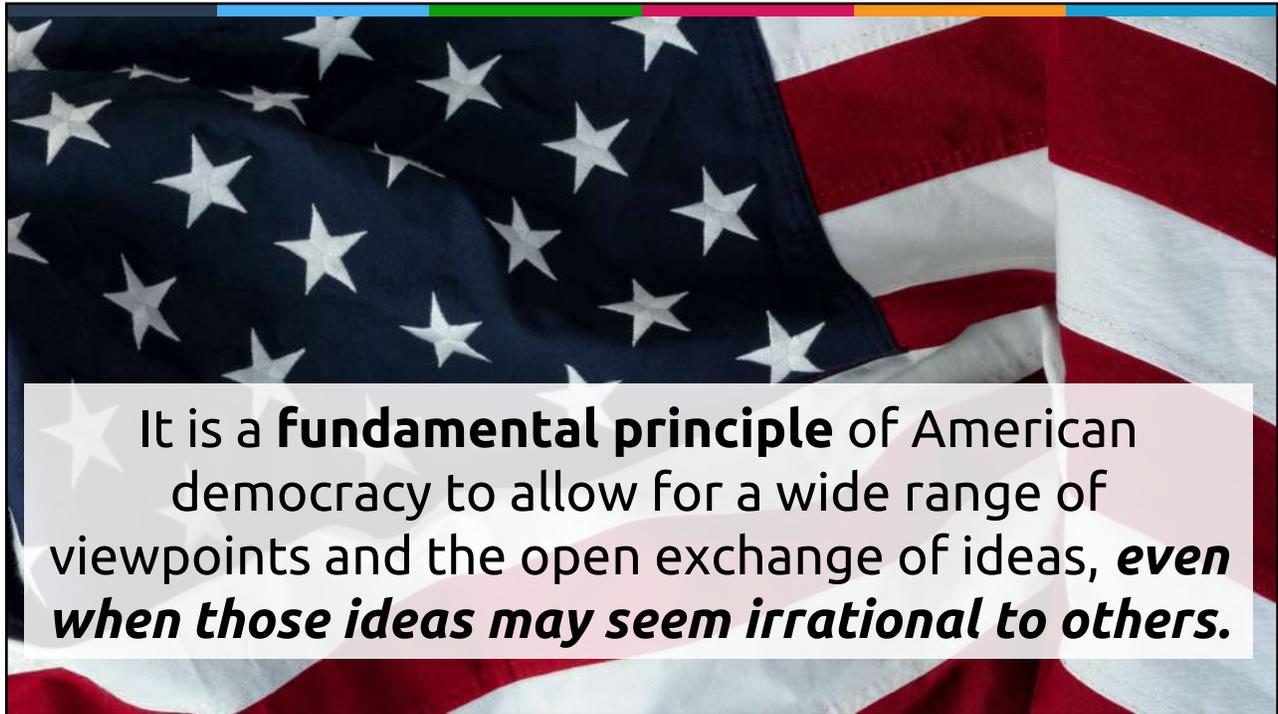
Principles
Not Politics

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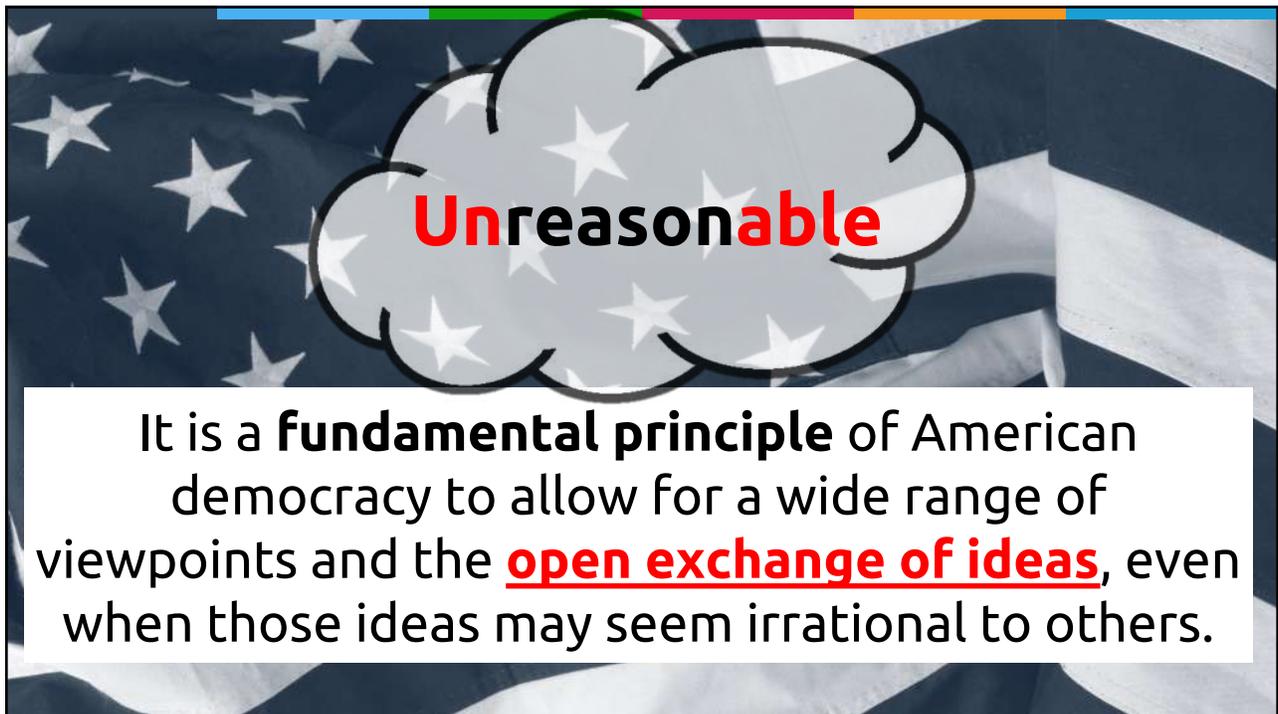


Freedom of Speech
Norman Rockwell
1943

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- **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.

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Answer the Call to Leadership:

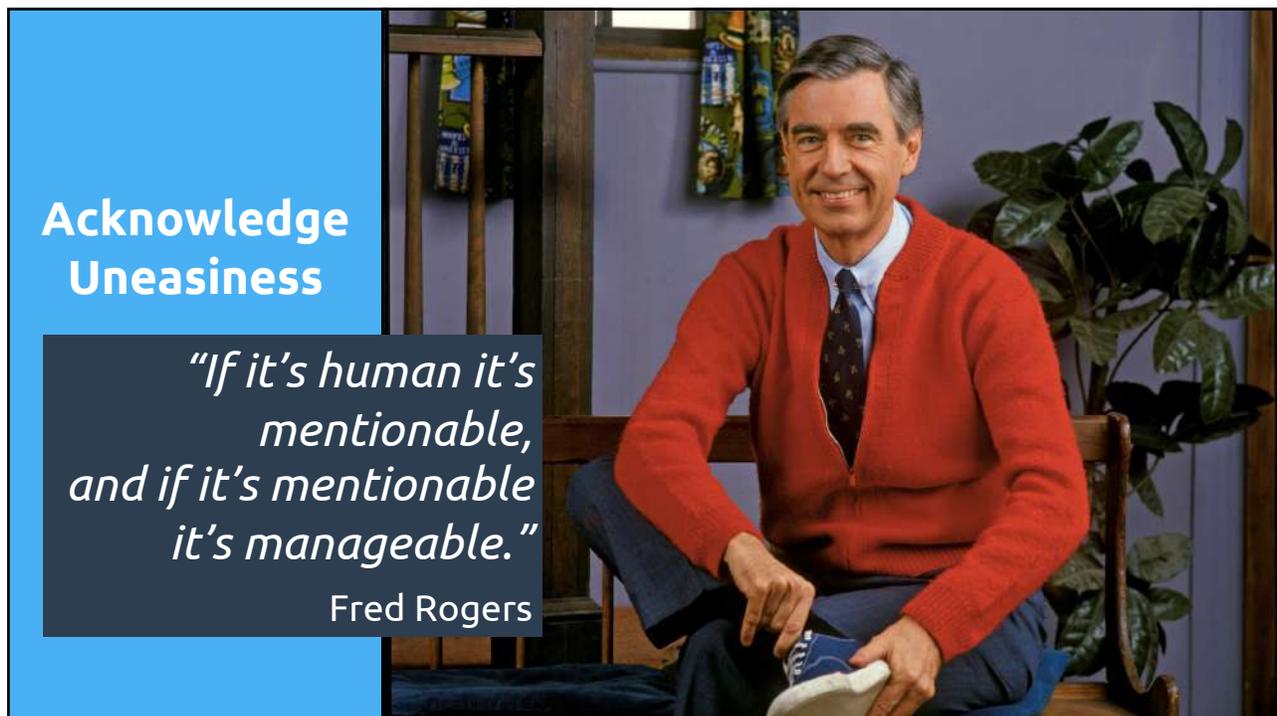
1. **Verify Facts:** Share your rationale
2. **Fearlessly Inclusive:**
 - *Never be afraid to "slow down & open up"*
3. **Exercise Your Skills:**
 - Teamwork
 - Communication
 - Self-Care

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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

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Acknowledge Uneasiness

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

Fred Rogers

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Emotional Intentionality	
Fear	Care
Anger	Calm
Joyful	Attention
Sadness	Comfort
Disgust	Respect
Annoyance	Empathy
Urgency	Expediency



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*Is there a proven way to conduct inclusive & meaningful discussion via **social media**?*



Not all dialogue is courageous conversation.

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7. Practice emotional intentionality
8. Not all dialogue is courageous conversation

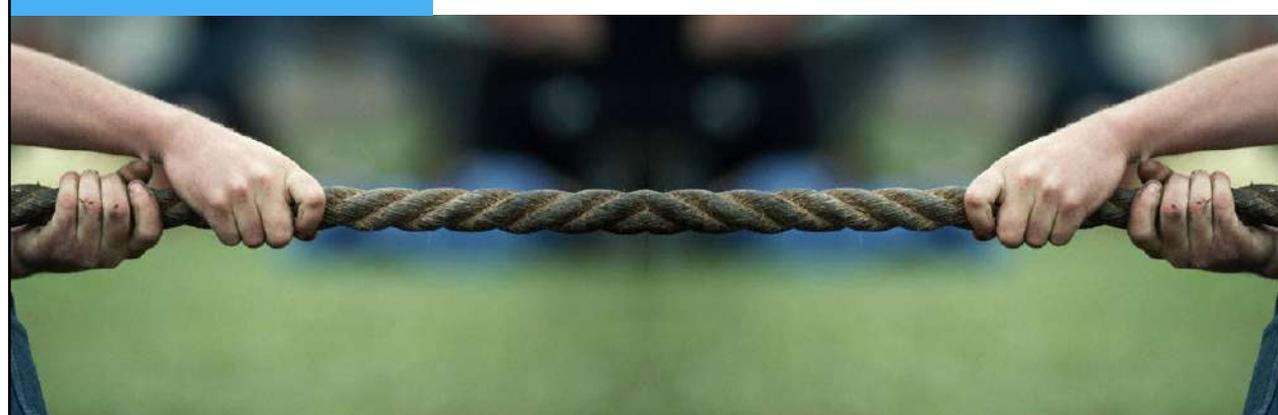
FROM TO CONFLICT CONVERSATION

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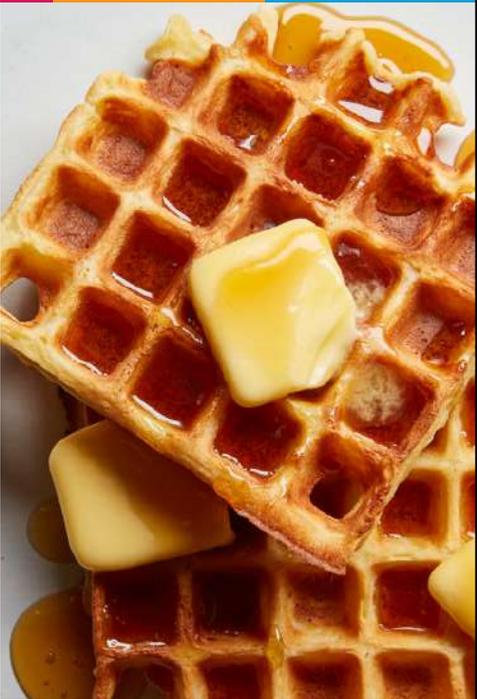
Avoid Binary Choices

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



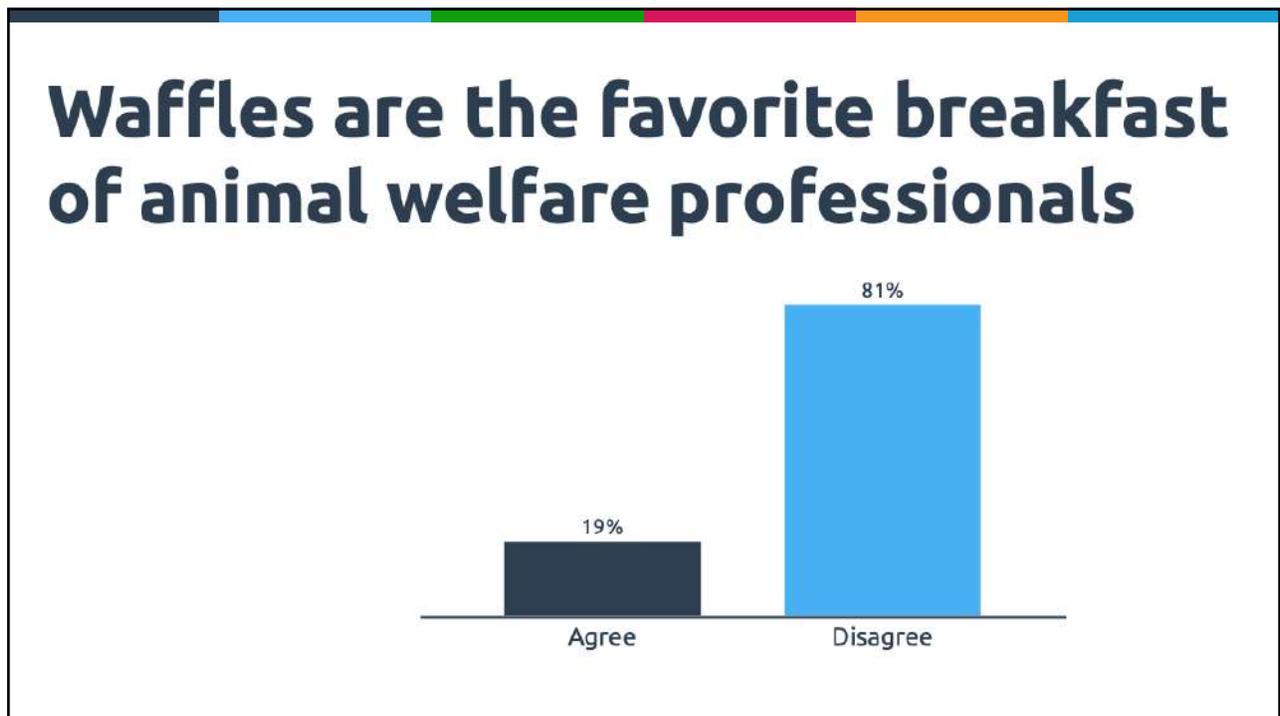
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Waffles are the favorite breakfast of animal welfare professionals.



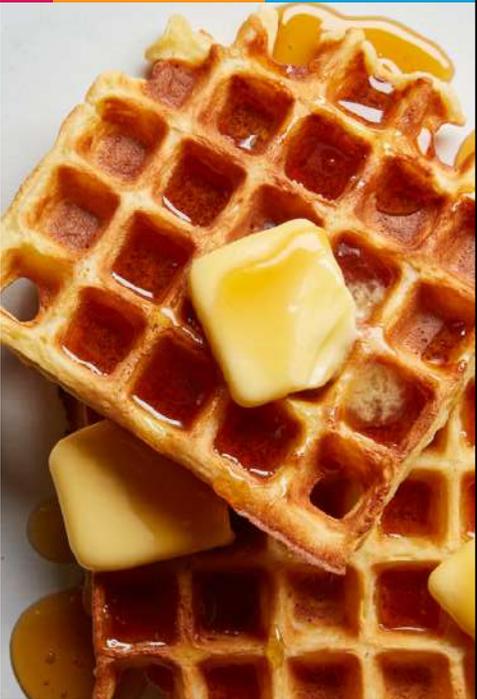
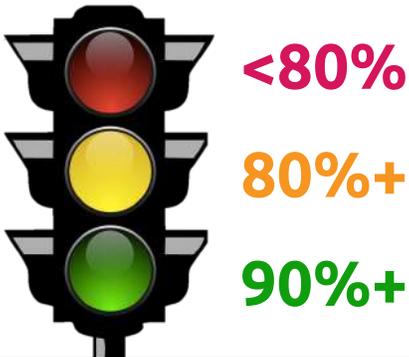
 **Agree**  **Disagree**

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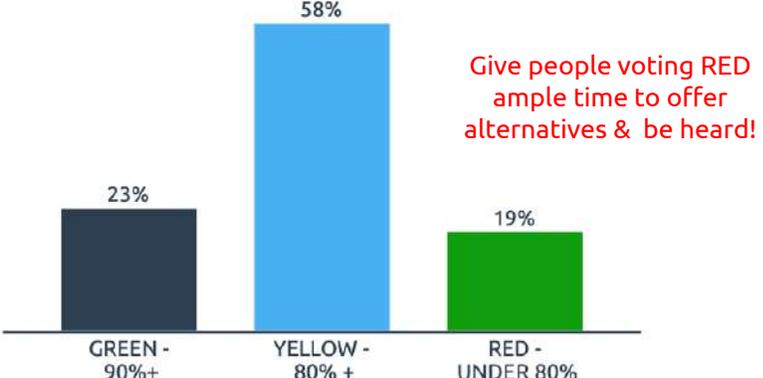
Waffles are the favorite breakfast of animal welfare professionals.



Percentage Range	Color
<80%	Red
80%+	Yellow
90%+	Green

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Waffles are the favorite breakfast of animal welfare professionals



Category	Percentage
GREEN - 90%+	23%
YELLOW - 80%+	58%
RED - UNDER 80%	19%

Give people voting RED ample time to offer alternatives & be heard!

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8. Not all dialogue is courageous conversation
9. Avoid binary choices



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“The future is unknowable, but it’s incredibly malleable.”



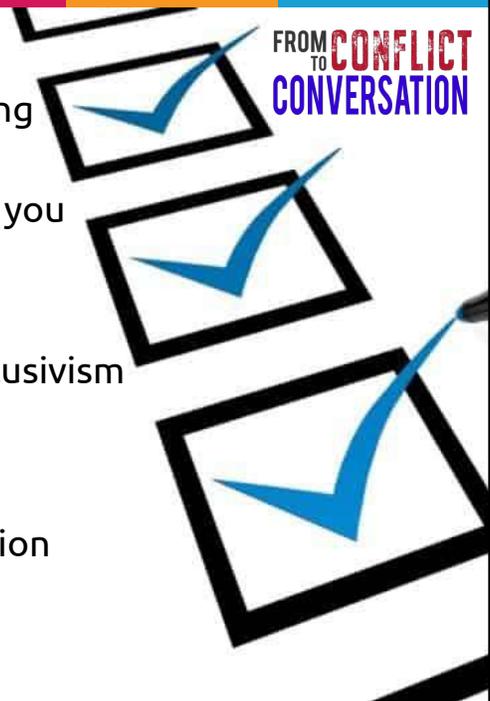
Matt Lehrman

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

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9. Avoid binary choices
10. ***And one more...***



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

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

Social Prosperity™
Partners

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