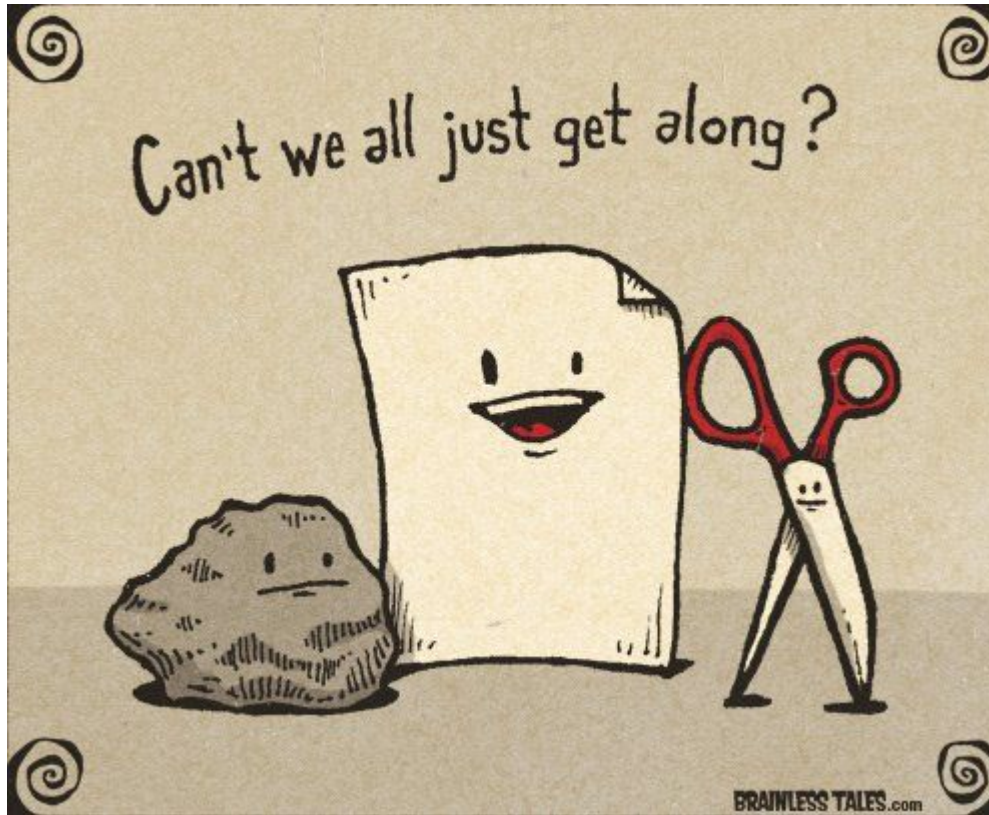


Conflict & Culture:
Effectively Transforming Conflict
through an Intercultural Lens

What is Conflict?



Learning Objectives

By the end of this session participants will be able to...

- Understand:
 - Elements of Conflict and how conflict can be positive
 - Conflict styles and how different cultures may approach it
 - The concept of Conflict Transformation
- Utilize tools to effectively transform conflict through:
 - Active and compassionate listening activities
 - DIVE Model
 - Dialogue and Mediation Fundamentals
- Empower yourself to apply these concepts and practices within AFS and your daily life experiences



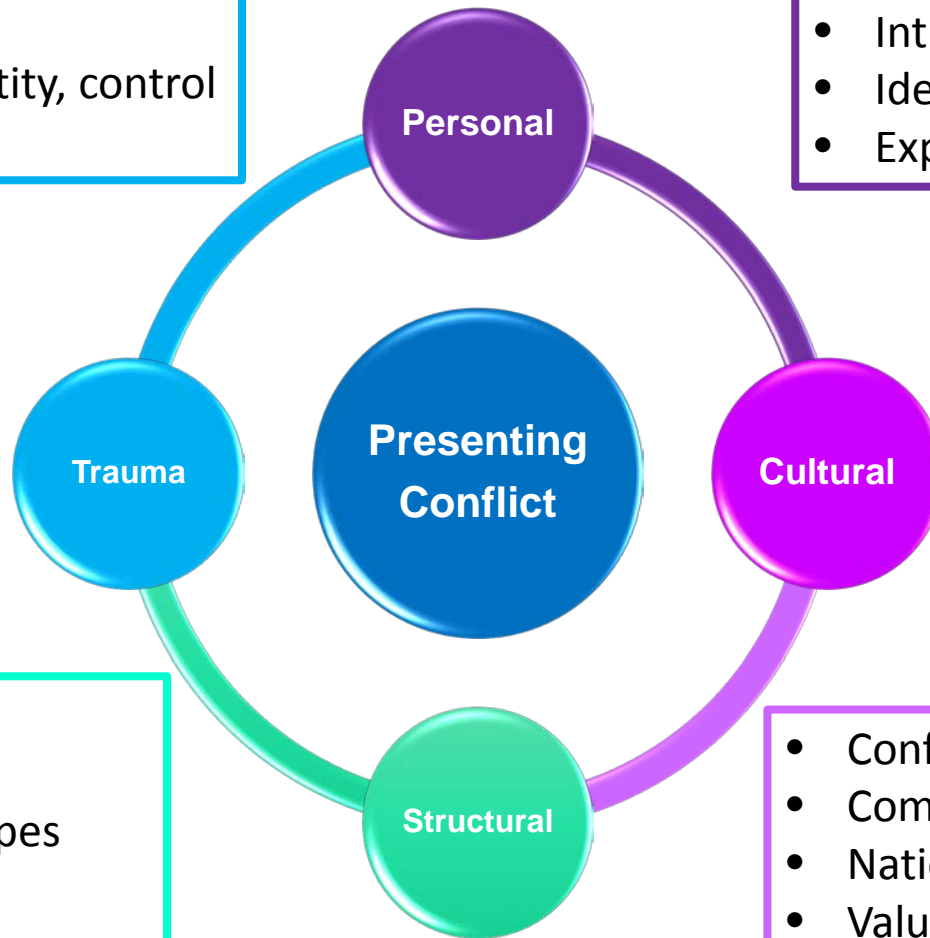
How can Conflict be Positive?

- Teaches you about yourself and others
- Opens up discussions/dialogues
- Promotes understanding
- Highlights underlying problems
- Encourages growth (personal and interpersonal)
- Builds relationships
- Helps heal trauma

Elements of Conflict

- Structural Inequalities
- Leaving home
- Loss of power, identity, control
- Repeated exposure

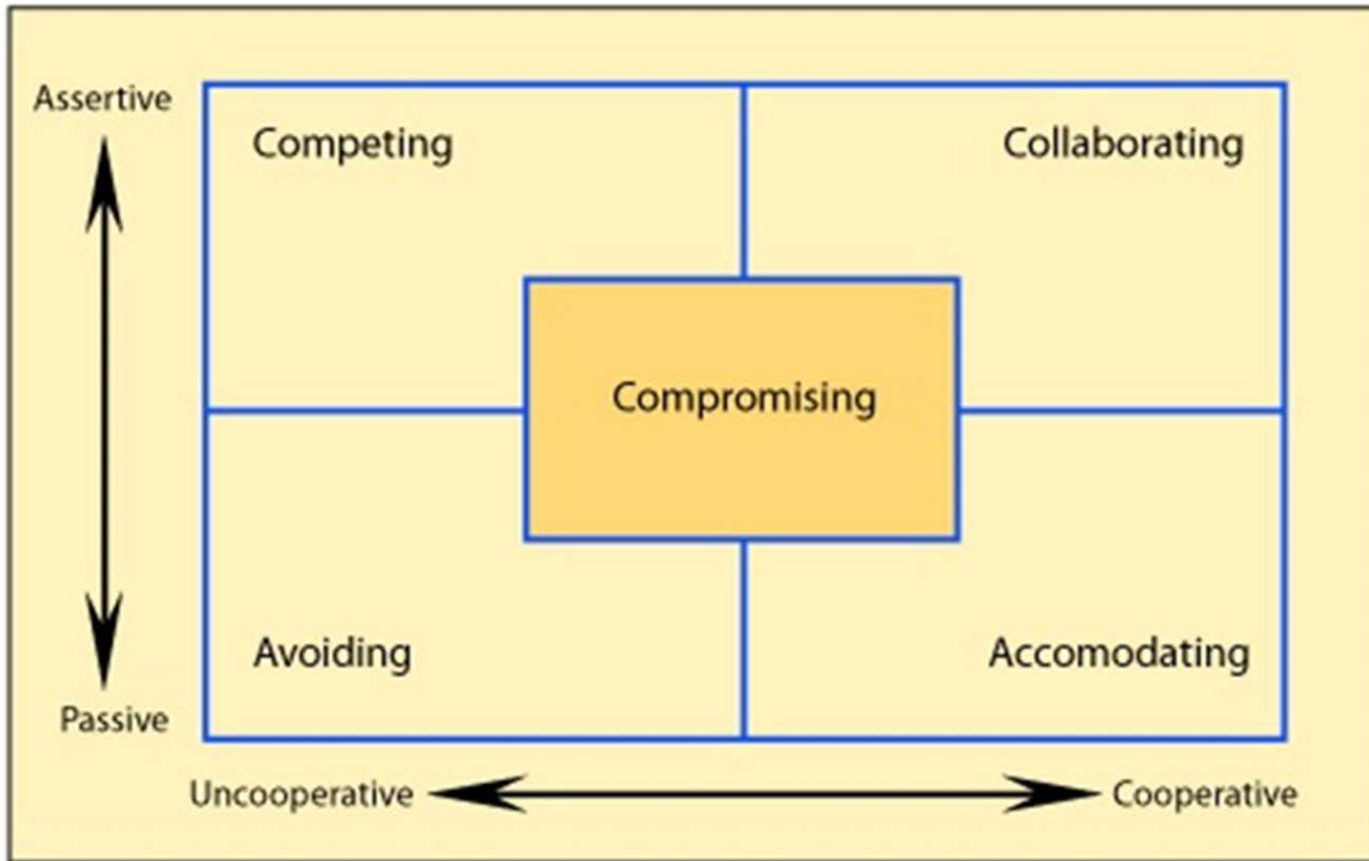
- Personality Traits
- Introvert vs Extrovert
- Identity
- Expectations/Goals



- Power
- Relationships
- Bias & Stereotypes
- Generalizations
- Trust

- Conflict Styles
- Community Styles
- National-Regional-Family
- Values & Beliefs

Cultural Conflict Styles



Communication Styles

Direct	Discussion	Engagement
Indirect	Accommodation	Dynamic
	Emotional Restraint	Emotional Expressiveness

Cultural Communication Patterns

Direct

Discussion

North America

- US (European American)
- Canada

Asia Pacific

- Australia
- New Zealand

Europe

- Great Britain
- Sweden
- Norway
- Denmark
- Germany

Engagement

North America

- US (African American)

Central & Latin America

- Cuba
- Puerto Rico

Middle East

- Israel

Asia

- Russia

Europe

- France
- Greece
- Italy
- Spain

Indirect

Accommodation

North America

- Native American

Latin America

- Mexico
- Costa Rica
- Peru

Asia

- China
- Japan
- Thailand
- Indonesia
- Malaysia

Dynamic

Arab Middle East

- Kuwait
- Saudi Arabia
- Egypt
- Lebanon

Asia

- Pakistan

Emotional Restraint

Emotional Expressiveness

Trauma

“Trauma occurs when a person feels threatened, whether or not it’s perceived or real, and that threat overwhelms them.”

-Dr. Peter Levine, In an Unspoken Voice

★ Big “T” vs. Little “t”

Responses to Trauma:

- Attention seeking behavior
- Inability to concentrate or stay present
- Increased agitation
- Avoidance/Isolation
- Breakdown in trust

How do structural inequalities relate to trauma?

DIVE Model

- **DESCRIBE** = What you see:
What are the elements of the situation you can observe? Try to be as objective as possible and only stick to the facts.
- **INTERPRET** = How you make sense of what you see:
What are your assumptions about what you described? How would you characterize it?
- **VERIFY** = What deeper insights others can provide:
As a support volunteer, you can be the cultural informant to help the student understand the situation. Ask the student: What are the ways you can check if the interpretation is accurate?
- **EVALUATE** = What value judgments you give to this situation:
How would you qualify and judge what you see?



Conflict Resolution

1. How do we end something not desired?

3. Content-centered

4. Short-term fix

VS

Conflict Transformation

6. How do we end something destructive and build something desired?

5. Relationship-centered

2. Long-term solution

1. How do we end something not desired? 2. Long-term Solution
3. Content-centered 4. Short-term fix 5. Relationship-centered
6. How do we end something destructive and build something desired?

Active Listening

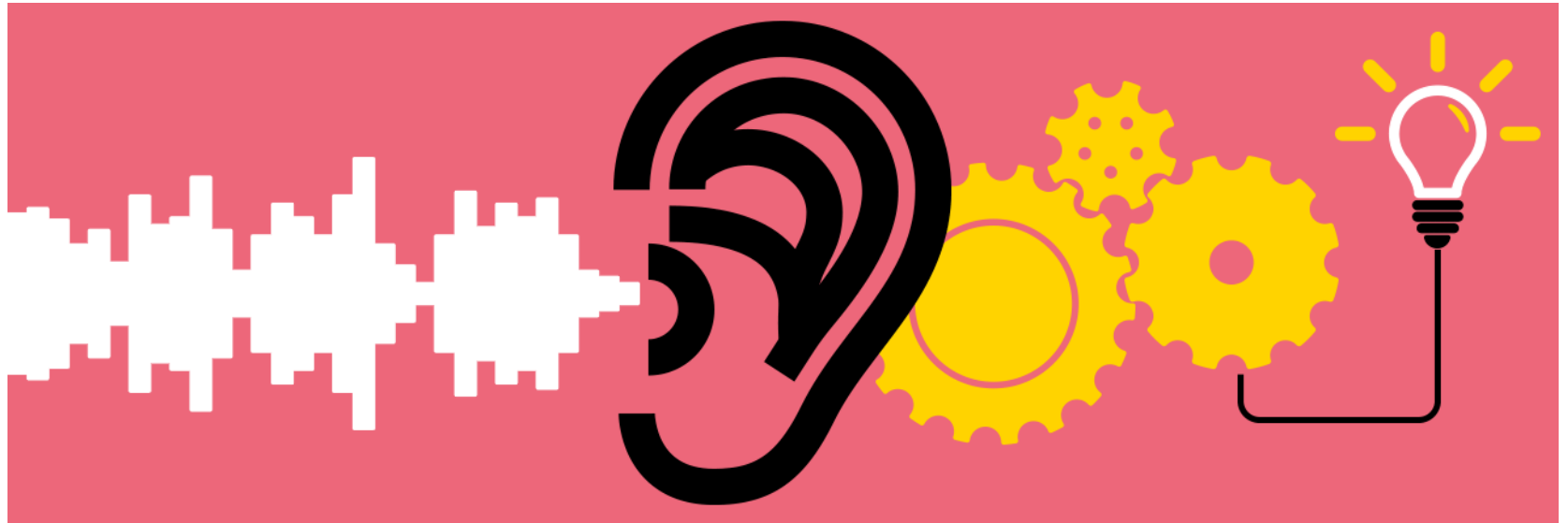
Active listening is listening for understanding by focusing fully on the speaker but also actively showing verbal and non-verbal signs of listening.

It is NOT listening to...

- respond,
- make suggestions, or
- propose solutions



Activity #1



Compassionate Listening

- Adaptable to any conflict
- Non-judgmental
- Non-adversarial
- Seeks the truth of the person questioned
- Validates the speaker's right to their perceptions





“Everyone has a partial truth, and we must listen, discern, acknowledge this partial truth in everyone—particularly those with whom we disagree”.

- An Exploratory Sourcebook About Conflict Transformation
Hoffman, Monroe, & Green (2012)

*Why did I get to see this.
My whole day just got ruined!*



May he rest in peace.



#ItsAllAboutPerception



*Oh God! A black cat
just crossed.*



C for cat.



#ItsAllAboutPerception





Dialogue and Mediation

Step 1: Establish Common Intentions & Ground Rules

- Address Culture
- Seating Matters
- Listen to Understand

Step 2: Share Experiences and Perceptions

- Ask Neutral Questions
- Use “I” instead of “you” statements

Step 3: Explore Common Ground & Differences

- Reframe conflict so it includes perspectives of all participants
- Discuss concerns in larger context

Step 4: Discuss Action

- Plan for Success

Be Empowered!

