Difficult Conversations & Conflict Resolution

COH Retreat – 2022
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Check-In
Considering Context

• Personal power & privilege
• Institutional positionality
• Relationship
Silence Breakers
(Nailah & DiAngelo, 2013)

• I’m really nervous/scared/incomfortable to say this…and/but…
• It feels risky to say this and/but…
• I’m not sure if this will make any sense, and/but…
• This is what I understand you to be saying...Is that accurate?
Active Listening

6 KEY ACTIVE LISTENING SKILLS

1. PAY ATTENTION.
2. WITHHOLD JUDGEMENT.
3. REFLECT.
4. CLARIFY.
5. SUMMARIZE.
6. SHARE.

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I Statements

I feel _______ when _______ because _______ and I want to _______.

• Emotion
• Present situation
  • Impact
  • Solution
Emotion Regulation

- Grounding Skills
- Timeout
- Mindfulness
- Self Awareness
Questions or Clarifications?
Practice