

StirFry Seminars

Volume 2 Issue 2

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Newsletter

Mindfully Resolving Conflicts - Beginning Level

February 17-19, 2006

CEUs Available

Workshop Objectives:

- Discover a variety of ways to de-escalate a conflict within minutes
- Learn how to replace adversarial and defensive statements with responses that are mindfully and culturally receptive
- Explore various communication techniques that can help in creating a sense of community between diverse groups
- Enhance your observational and listening acuity to learn the art of translating nonverbal messages into meaningful interventions

"I highly recommend this training. Particularly, if you think you are a 'seasoned' trainer/facilitator, you will learn from a master what you didn't know. I look at facilitation in a whole new way - it's not just about the agenda, it's about really getting participants to engage and move to a new place. It is training at the next level. By far the best diversity training I have ever attended! I would attend again as there is so much more to learn!"

~ Sandra Vonniessen-Applebee
Director, Danbury Schools & Business Collaborative

Quan Yin Training Center, 2311 8th Street, Berkeley, CA
Friday, 2 pm - 9 pm; Saturday, 8 am - 6 pm; and Sunday, 8 am - 2 pm
To register, call 510-204-8840 ext. 109, or [Click Here > REGISTRATION FORM](#)

An Unfinished Conversation

by Lee Mun Wah

How do we break through the wall of silence and fear? How do we begin this unfinished conversation about difference and privilege? What will be required is to learn how to listen and respond authentically, openly, and with curiosity.

Here are a few suggestions that might help:

- In all of our communications there is an impact or reaction to what we say or do not say. Noticing those reactions is the key to healthy communication and to the development of relationships based on trust.
- Repeat back the other person's key concerns and ask questions about what they have said. This gives them a sense that you value what they have said, and encourages them to expand or elaborate on what they have shared.
- Breathe and be present. Simply listening and being witness to someone's journey is a rare gift and often all that someone needs.
- Begin where they are, not where you want them to be. Ask about the skills and the experiences that they bring to the workplace. Learn about their family history and the impact that their culture has on their lives and in the workplace.
- Notice and share your part in the conflict. Taking responsibility for our actions or inactions, by asking how we might have hurt someone, deepens the possibility for a trusting relationship. All relationships have conflict. The ones that are healthy deal with the conflict by staying in the room and being open to change.