

CONDUCT AND CONFLICT

Old Ideas, New Applications

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WELCOME!

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CONFLICT

CONFLICT & COMMUNITY



“

Rules are _____ to be _____

- Douglas MacArthur



Image taken from IMDB.com
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COMFORT IN THE GREY

No Wolf-Punching necessary!



WHY DOES THIS MATTER?



WHAT IS 'NORMAL' FOR CONFLICT?



3 SYSTEMS FOR CONDUCT MANAGEMENT

- ▶ Traditional/Punitive
- ▶ Educational/Developmental
- ▶ Restorative



EXAMPLE!

The Great Cadbury Caper

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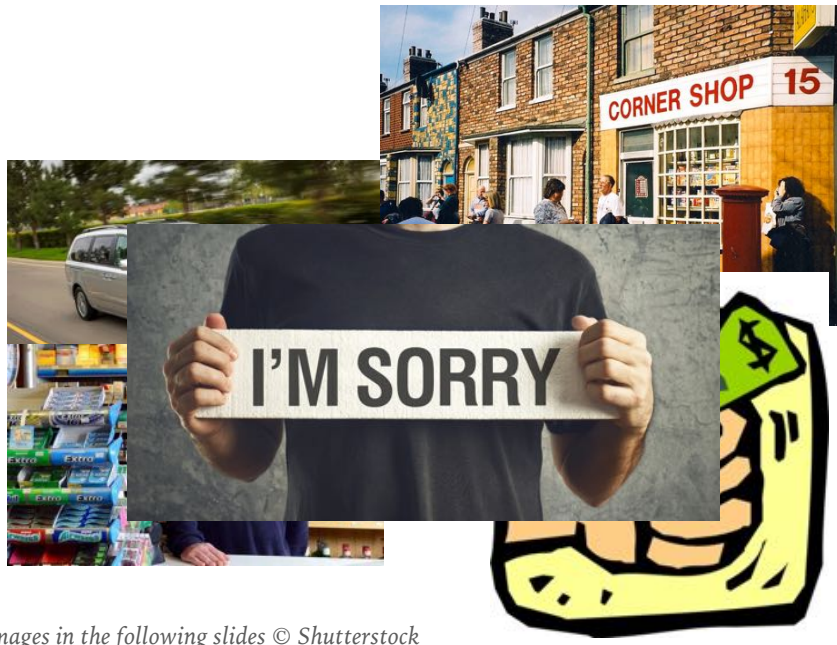


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18.6k 1 day ago by #t2bitz789

TIFU by plagiarizing my last essay in college and getting expelled.

It was for my last gen-ed, a simple 500 word essay. I wanted to go out that night so I said [redacted] it and copied a wikipedia paragraph and changed it up. I thought it was good enough to pass turnitin, apparently not. Its up to the teacher to determine what punishment I could have gotten. She sent me to the dean with the recommendation that I be expelled. Now the dean told me I can't graduate. I spent 4 years working on an engineering degree. I have over \$100,000 in loans, and I can't be hired without my degree. My life literally vanished in the matter of 20 minutes.

Worst part was that I could have taken a 0 on the assignment and still passed with a B.

TLDR: Got kicked out of school for plagiarizing my last college essay which I could have taken a 0 on.

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TRANSLATE CONCEPTS INTO TOOLS

Caution!



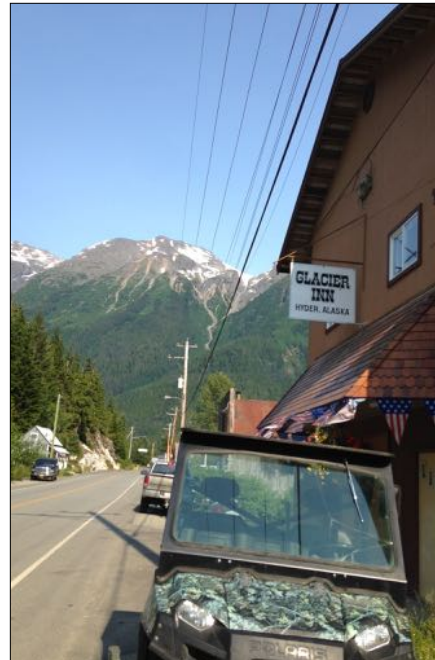
If your only tool is a Hammer, everything looks like a Nail

GIFs taken from Top Gear, © BBC 2018



THE "PATHWAYS"

- ▶ Conflict Coaching
- ▶ Facilitated Dialogue
- ▶ Shuttle Diplomacy
- ▶ Mediation
- ▶ Restorative Justice
- ▶ Restorative Coaching
- ▶ Formal Adjudication Procedure



COMMON PITFALLS

- ▶ Assumptive Ladder
- ▶ Failure to recognize Power
- ▶ Intent versus Impact

REVISIT KEY TAKEAWAYS



**EFFECTIVE CONFLICT MANAGEMENT
IS KEY TO A HEALTHY COMMUNITY.**



**THERE ARE MANY WAYS TO MANAGE
CONFLICT.**

Make sure you use the right tool for the job!



**PEOPLE DON'T NEED TO BE RIGHT,
THEY NEED TO FEEL HEARD.**
