

Conflict & Repair Dialogue

Conflict & Repair Dialogue process works well with:

- Families.
- The workplace.
- Communities (agencies, First Nations tribes, government, schools, etc.)
- Couples.

*Three to ten is the average number of sessions per referral.
Each session is 1 - 2 hours in length.*

Conflict & Repair dialogue is a facilitated dialogue process to address a specific conflict or patterns of conflict between two or more people.

Conflict & Repair dialogue is a process that centers around restoring healthy relationships versus establishing right and wrong. Conflict & Repair dialogue is a voluntary, collaborative form of communication and problem-solving.

When this service is used (both proactively and as a response to conflict), silence, violence, and tensions are reduced. Collective Voices offers both the direct-care capacity (as the facilitator of conflict & repair dialogue) and/or as a trainer to leadership and management of a sustainable model of facilitation and implementation.

Conflict & Repair dialogue begins with the facilitator having one-on-one meetings with each party to hear their perspective and “side of the story.” After this, we determine if more one-on-one’s are needed or if a joint session can take place. During the joint session, the facilitator remains neutral and objective, and works to maintain conditions for all voices to be heard, needs to be expressed, and durable agreements to be found. Strategies for repair are discussed as a part of the agreements for next steps in moving forward.

Sessions provide tools and techniques in order to help transform conflict. Conflict & Repair dialogue works best when all participants are willing to speak honestly and seek to understand the perspectives of other participants.

Conflict & Repair dialogue builds mutual understanding. Participants may: explore patterns of communication that stem from and result in fractured relationships, resolve long-standing differences, and learn to receive the concerns and feelings of others and empathize with their needs.

A trained facilitator can help explore the source of conflict. The facilitator provides a framework, an objective lens on the process, and creates conditions for all voices to be heard in order to find common ground and a path forward.

- ✓ *What causes conflict/harm and fractured relationships? Each episode of conflict and harm is an opportunity to build understanding and delve into its epicenter (root cause.)*
- ✓ *Conflict and harm impact us in many ways, including how we understand or interpret experiences. This in turn affects our wellbeing, productivity, and quality of relationships.*
- ✓ *Conflicts, harm, and misunderstandings present the opportunity to ask, "How close do I want to be in my relationships? How will I share power or want it to be shared? What are my hopes and fears? What are the patterns present in my communication and interactions with others?" And, "how well do I show I am interested in understanding the perspectives of others?"*

Culture and Conflict:

- Whether or not a conflict even exists can be a cultural question.
- Culture is an essential part of conflict (though does not cause it.) Culture runs deep and shapes our perceptions, judgements, attitudes, and ideas of self and others. Culture can also influence one's ability to resolve, confront, discuss, or transform conflict.
- Culture does not *cause* conflict but rather influences it.
- Culture shapes the individual's perception of conflict and how he or she will respond to the conflict.
- Culture is multi-layered and knowing certain cultural norms of groups does not predict behavior and response. Generalizations about culture are not the whole story. Essentially, there is no replacement for building relationships, sharing experiences, and maintaining curiosity in order to authentically know others over time.
- One cannot assume they know the cultural norms of another person; we all must show up, be present, practice humility, and seek to understand in order to work through our differences in perspectives, experience, and values.