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University

Difficult Conversations & Conflict Resolution

COH Retreat – 2022
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ROAR



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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



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Questions or Clarifications?



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Practice