



Building Bridges



Objectives

- Describe how our backgrounds, experiences, and identities shape the way we communicate and connect with others.
- Use practical strategies for building understanding across differences, strengthening relationships, and creating more inclusive communities.
- Develop skills to communicate with greater empathy, awareness, and respect.

“Love your neighbor as yourself”



Outline Session A - The Roots of Conflict

- Introduction - Welcome and Poll (5 minutes)
- Objectives (5 minutes)

PART A - Why do people have conflict? (13 minutes)

- Differences and Diversity
- Iceberg

PART B – What are the benefits of constructive dialogue and collaboration?

Issues and Techniques (65 minutes)

- Automatic Thinking - Respond Instead of React
 - Exercise (10 minutes)
- Cognitive Bias (10 minutes)
 - Exercises
- Cycle of prejudice (5 min.)
- Let Go of Winning (10 minutes)
- Get Curious - Ask before assuming (10 minutes)
- Create Empathy through sharing Stories (10 minutes)
- Find What's Shared - values (5 minutes)
- CLOSING REFLECTION (5 minutes)

PART A - Why do people have conflict?



Can conflict be positive?

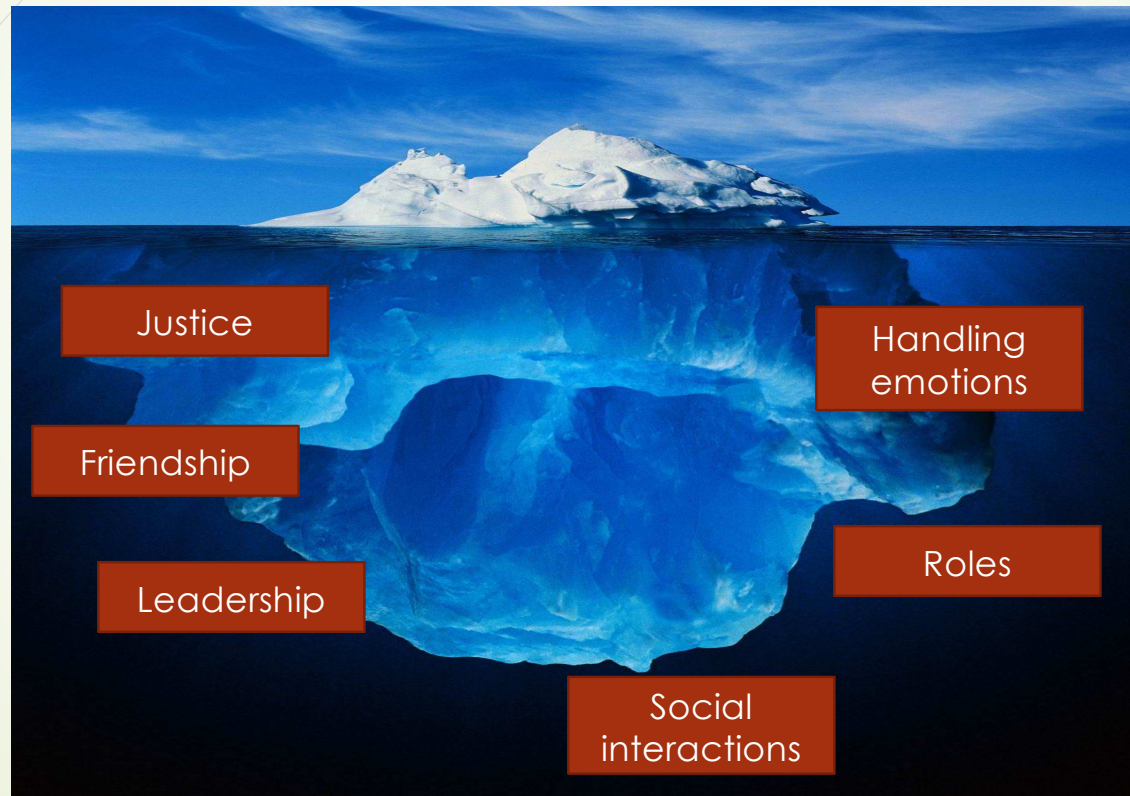
<https://www.youtube.com/watch?v=k2PJ6T7U2eU&t=49s>

Do differences and diversity increase the potential for conflict?



THE CONFLICT ICEBERG

9/10 of culture and motivations are hidden (out of conscious awareness)



PART B -What are the benefits of constructive dialogue and collaboration? What are strategies for success? What gets in our way?



Issue: Automatic Thinking Respond Instead of React





Exercise – Respond

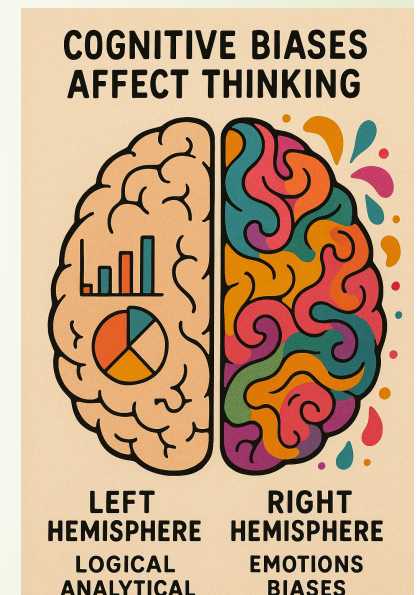
1. Pause,
2. Listening,
3. Questioning assumptions, and
4. Responding thoughtfully instead of reacting impulsively.

The first thought is often automatic. The second thought is where wisdom begins.

Issue: Cognitive Bias

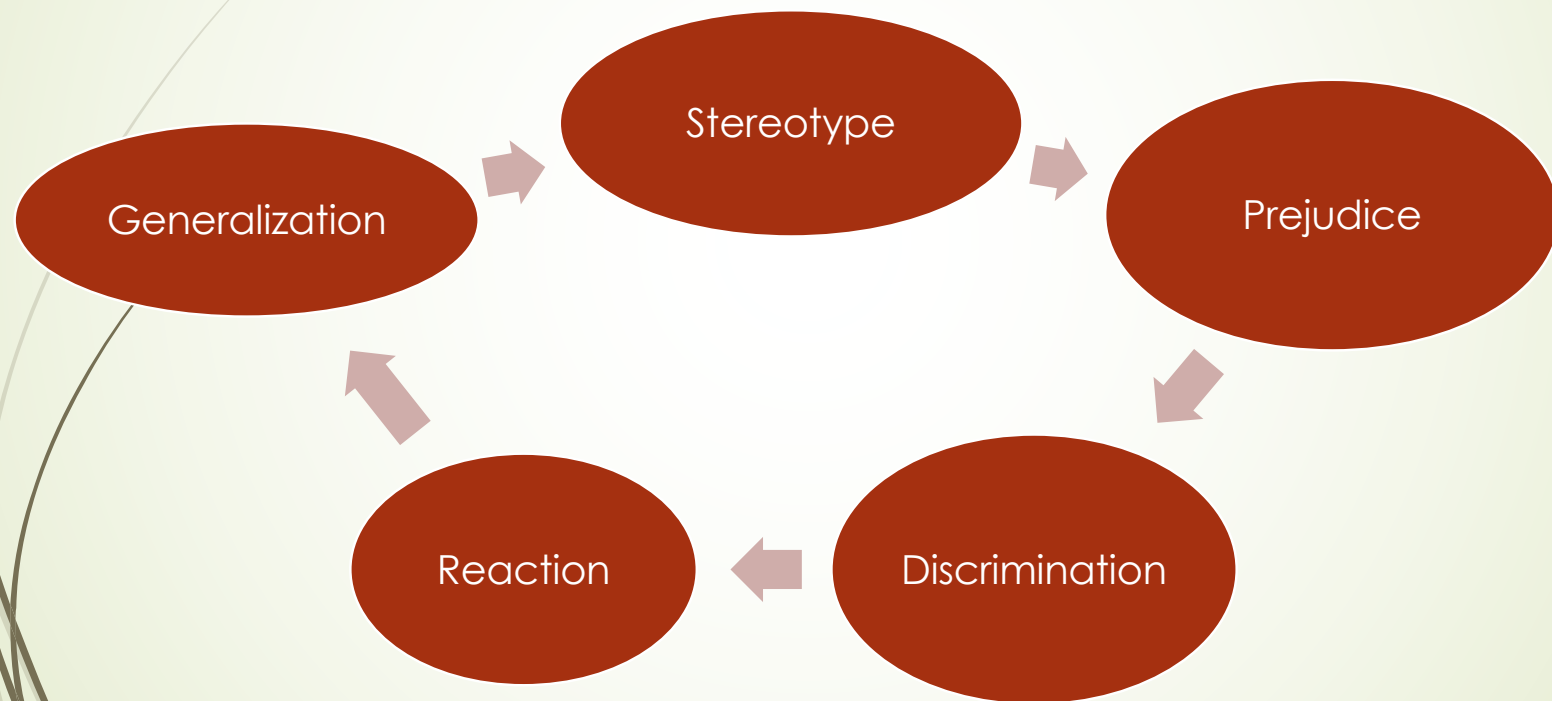
Exercise

- **Step 1. Identify the bias**
- **Step 2. Challenge Your Assumptions:** Ask yourself, "*Why would a smart, reasonable person disagree with me?*"
- **Plausible.** You'll want to imagine a response that is a stance that someone could genuinely hold, rather than a caricature.
- **From their perspective.** Try to imagine the view as *they* would explain it, based on their values, concerns, or experiences rather than your critique of it.



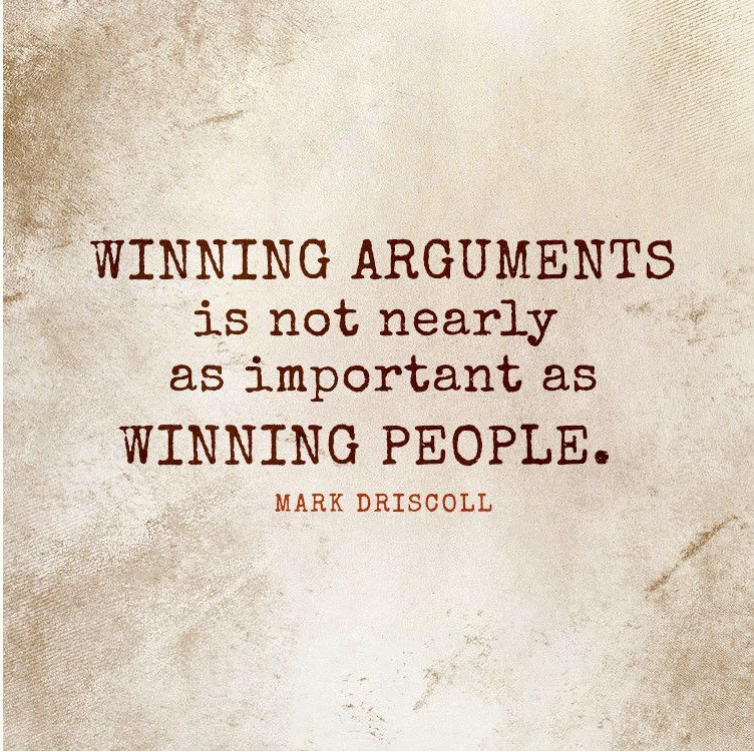
The Cycle of Prejudice

How can we break the Cycle?





Issue: Let Go of Winning



WINNING ARGUMENTS
is not nearly
as important as
WINNING PEOPLE.

MARK DRISCOLL

■ https://www.bing.com/videos/riverview/relatedvideo?q=runner+helping+another+runner&mid=8CD7799A83510472DF478CD7799A83510472DF47&churl=https://www.youtube.com/channel/UC52X5wxOL_s5yw0dQk/NtgA&FORM=VIRE

Exercise : Get curious Ask before assuming

Ask questions.

Why?

Can you share more?

How that impacted you?"

What you mean when you say..."

How that made you feel?"

The Talmud states, "Who is wise? One who learns from every person."



Exercise: Create Empathy through sharing Stories

PERSON 1: Share story of why you feel so strongly(HIT)
about what you believe.

PERSON 2: Ask questions to dig deeper.

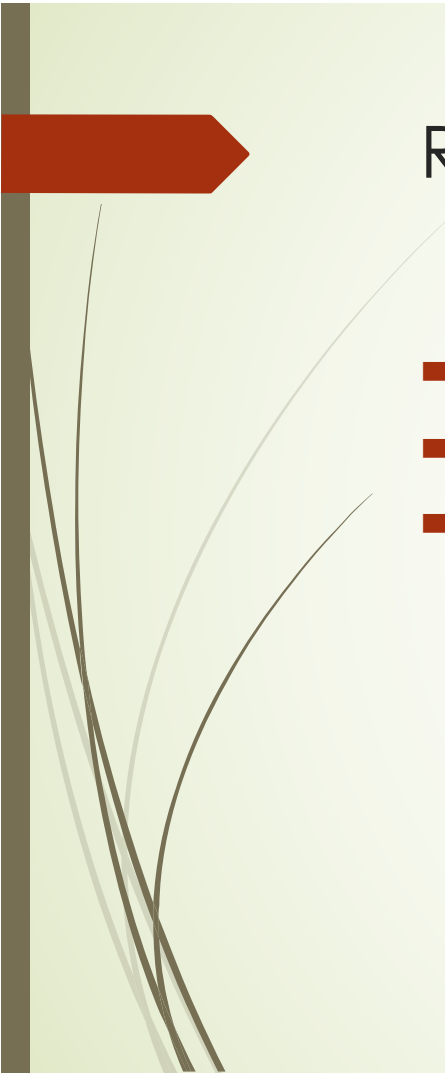
PERSON 2: Acknowledge



Words from the heart enter the heart.

Find shared values





Reflection

- What did you learn about the causes of conflict?
- What are some things you need to be aware of?
- What techniques can you use to reduce conflict.