



CALIFORNIA CONFERENCE FOR EQUALITY AND JUSTICE

Leaning into Conflict

Santa Ana Building Healthy Communities

Share your name, your gender
pronouns, and what you had to
leave behind to be here today!

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Training Series

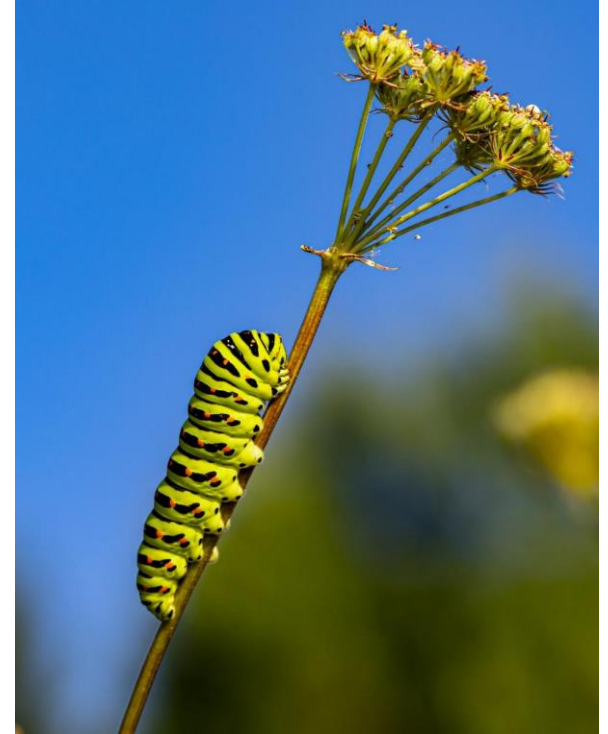
- Session 1: Understanding Communication (Tuesday, September 6)
- **Session 2: Leaning into Conflict (Tuesday, September 13)**
- Session 3: Calling in Harm (Monday, September 19)

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Today's Objectives

- Identify personal conflict style
- Discuss strengths and challenges within and beyond our group around conflict, communication, and meeting competing needs
- Practice strategies for productive and trust-building ways of being in conflict





Restorative Justice Values





Communication Guidelines

- Respect
- Speak for Myself
- One Mic
- Make Space, Take Space
- Honesty
- Always Ok to Pass
- Use Correct Gender Pronouns
- Don't Yuck My Yum
- Be Mindful of Time
- Intent and Impact
- Try On
- Be Present
- Confidentiality
- Others?

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Chat Check-in

- Share your name & gender pronouns.
- What is something in nature that represents how you show up in conflict?



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Our Relationship to Conflict





Pair Shares

When I am at my best and when my needs are met, I
offer _____ to community.

When I am in conflict in a relationship that I value, I am
most challenged by _____



Quad Shares

What is something valuable that I have learned through my experiences of conflict?

What wisdom do I bring to this work of conflict resolution?

BREAKS WITH INTENTION

Text someone
you love

Go outside
and touch the
ground

Give some
love to a living
thing

Poke your
head out the
window &
take a breath

Dance to a
favorite song

Eat something
sweet

Drink water



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Needs Based Theory

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Brainstorming Needs

What are examples of human needs?

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Brainstorming Feelings

ROUND 1:

Name the feelings you
experience when your
needs are met.

ROUND 2:

Name the feelings you
experience when your
needs are NOT met.

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Needs & Conflict

- We all have human needs.
- When our needs aren't met, we make choices to try & meet our needs.
- Our needs can never come into conflict.
- Conflict occurs when our strategies compete with others in community.



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Conflict is...



Pair Shares

- Briefly share a conflict you experienced recently
- What needs were not being met for you during this conflict?
- What strategies did you use to get your needs met?
- What impact did those strategies have on the relationship and on getting your needs met?

BREAKS WITH INTENTION

Take 200 steps

**Touch
something
fuzzy or soft**

**Run your
hands under
cool water**

**Shout out
loud (or into a
pillow)**

**Massage your
hands, face, or
feet**

**Look at
something
you find
beautiful**

**Touch your
toes**



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Our Conflict Habits & Strategies for Trust Building

Adapted from Turning Towards Each
Other: A Conflict Workbook

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UNDERMINES TRUST

Personal Criticism

- Assigning blame
- Attacking the other person's character or personality
- Bullying

GENERATES TRUST

Affirm valid feelings and needs

- Use “I” statements to describe feelings
- Find the wish or request underneath the criticism, and voice that
- Focus on the behavior, not the person

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UNDERMINES TRUST

Defensiveness

- Deflection
- Self-protection
- Justification

GENERATES TRUST

Practice Appreciation

- Express gratitude for positive actions
- Use “I” statements to describe feelings and give feedback about impact
- Practice taking responsibility for the impact of one’s actions

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UNDERMINES TRUST

Contempt

- Demeaning, mocking
- Disrespect and hostility
- Undermining, belittling

GENERATES TRUST

Take responsibility

- Accept the other person's description of their experience
- Treat any complaining as if it were at least partially true. What's the small percentage that's true?
- Acknowledge impact and apologize, whether the impact was intended or not

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UNDERMINES TRUST

Stonewalling

- Withdrawal and cutting off communication
- Silent treatment
- Avoidance

GENERATES TRUST

Soothe & Create Boundaries

- Ground and soothe the nervous system
- Design safety conditions so that feelings and requests can be expressed
- For the recipient: Consider what I might be doing that may contribute (even in a small way) to the other person feeling unsafe?

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Journaling: Mapping My Conflict Patterns

PERSONAL
CRITICISM

1. Which conflict habit do I go to most?

2. What activates this conflict habit?

DEFENSIVENESS

3. What are my early warning signs that my conflict habits are getting activated? What kinds of thoughts do I have? What emotions arise? What kinds of behaviors do I fall into, that I don't otherwise do?

CONTEMPT

STONEWALLING

4. What deeper needs are underneath my conflict habits? What do I gain when I fall into this pattern (what does it do for me)? Is there another way to meet that need?

AFFIRM
VALID
FEELINGS &
NEEDS

PRACTICE
APPRECIATION

TAKE
RESPONSIBILITY

SOOTHE &
CREATE
BOUNDARIES

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Journaling: Reflecting on how other's conflict habits impact me

PERSONAL
CRITICISM

1. Which conflict habits are the most difficult for me to experience from others?

AFFIRM
VALID
FEELINGS &
NEEDS

DEFENSIVENESS

PRACTICE
APPRECIATION

CONTEMPT

2. What about it is difficult for me?

TAKE
RESPONSIBILITY

STONEWALLING

SOOTHE &
CREATE
BOUNDARIES

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Group Shares

PERSONAL CRITICISM

1. Share with each other:
 - My go-to responses to conflict
 - My underlying needs, and
 - Which patterns are most difficult for me to experience

DEFENSIVENESS

1. What patterns show up across our group? How are our habits and sensitivities interacting?

CONTEMPT

2. What support do I need or what requests do I have of others in the group?

STONEWALLING

3. What are some agreements or values that we can root into when we experience conflict in community?

**AFFIRM
VALID
FEELINGS &
NEEDS**

**PRACTICE
APPRECIATION**

**TAKE
RESPONSIBILITY**

**SOOTHE &
CREATE
BOUNDARIES**

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Grounding

- The process of self regulation of the individual level **in the moment** of activation or stress that contributes to our choices and responses in community and relationships
- This process supports our choices in language, actions, and communication of needs as well as in getting those needs met most immediately

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CLOSING

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Closing

Check Out:

What is one way you will take care of your needs this week?

OR

Looking at your Conflict Patterns, how will you ground yourself when you are activated in order to engage in conflict resolution?

Next Session:

Monday, September 19th

Calling in Harm

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Thank you!

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We welcome your feedback! You may access our feedback survey using the QR code above or link below.

<https://www.surveymonkey.com/r/CCEJConflictSeries>