



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**

**A PATH FORWARD**

**COMMUNICATION  
SKILLS TOOLKIT**





# TABLE OF CONTENTS

3	<b>10 Tips for Managing Conflict</b> <a href="#">Contact us for a customized curriculum</a> →
4	<b>The ART of Communication</b> <a href="#">The ARTful Conversation</a> → <a href="#">_ARTic</a> →
5	<b>Our Relationship to Racism</b> <a href="#">ARTic 2.0</a> →
6	<b>Allyship: A Journey Defined</b> <a href="#">The Bystander Challenge</a> →
7-9	<b>The Bystander</b> <a href="#">The Bystander Challenge</a> →
10	<b>Additional Resources</b>
11	<b>Contact Information</b>

# 10 TIPS FOR MANAGING CONFLICT

**1** Work on trying to be thoughtful instead of trying to prove that you are right.

**2** Acknowledge that you have a right to your feelings and that it is okay for you to be upset. By doing so, you will be able to move through your own emotions better. Then, you will be able to accept the other person's reactions.

**3** Let go of believing that you own the only truth about the situation

**4** Recognize that ignoring or attacking the other person rarely gets you what you need.

**5** Do what you can to really listen to the other person. As much as possible, show genuine curiosity about what led them to their opinion of the situation.

**6** Ask yourself: how can I say what I want to tell them in a way that they can hear it?

**7** Know this: almost all conflicts have their basis in an underlying need not being met (respect, acknowledgement, acceptance, fairness, etc.). The more you can communicate your needs, instead of your complaints, the better off you will be.

**8** Take time before you talk. It is hard to think clearly when one is angry.

**9** Don't be afraid to acknowledge any responsibility for mistakes you might have made. Also, acknowledge what the other person is right about. These gestures go a long way to build momentum in moving forward.

**10** No matter what you are doing to de-escalate the situation and no matter what the other person may be doing that might escalate it, always come from a place of respect, understanding, and humility.

# THE ART OF COMMUNICATION

## A CTIVE AWARENESS

- Recognize style difference
- Check your bias and your ego
- Process your perceptions



## R ESPOND RESPECTFULLY

- Demonstrate understanding, acknowledge and identify interests
- Ask open-ended questions
- Acknowledge your responsibility



## T ROUBLESHOOT TOGETHER

- Tell your perspective in a non-confrontational way
- Ensure all interests are met
- End on a positive note



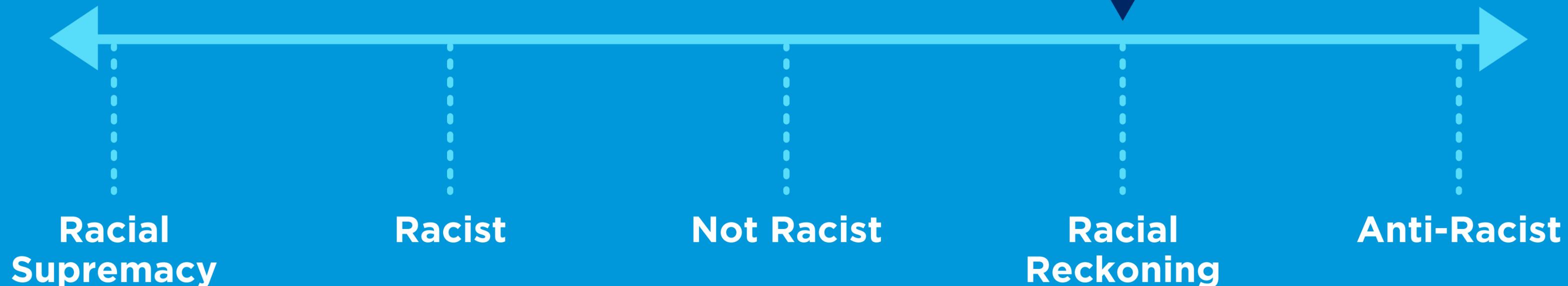
[NCRC WORKSHOP AVAILABLE](#)



# OUR RELATIONSHIP TO RACISM

**Racial Reckoning** is to be accountable for the racial privileges you have experienced, learn about the history of racism, and commit towards becoming anti-racist.

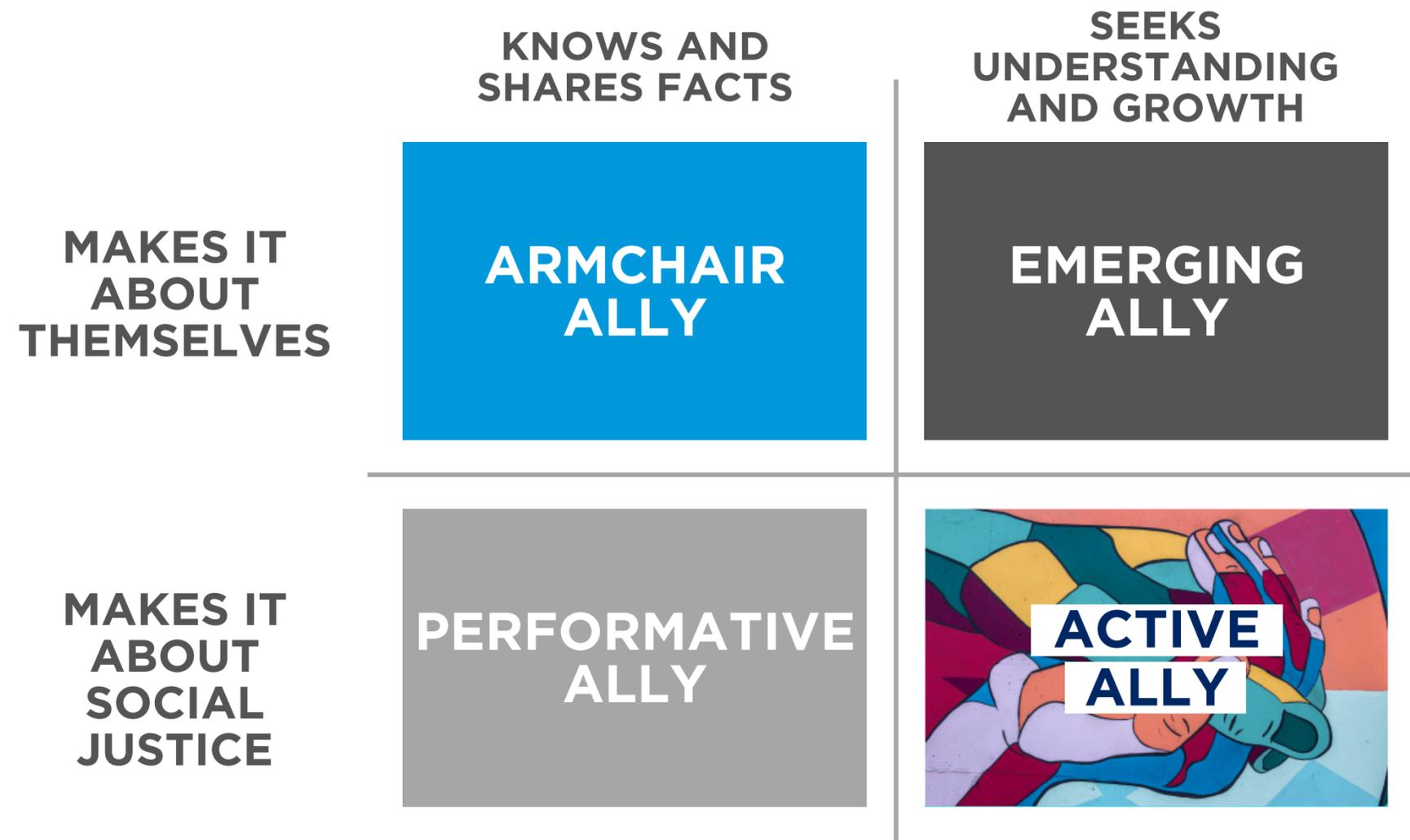
NOTE: This continuum can be applied on an individual, organizational, or societal level.



[NCRC WORKSHOP AVAILABLE](#)



# ALLYSHIP



What kind of Ally do you want to be?

## ARMCHAIR ALLY

Liberal views, reads news, not consciously racist.

## EMERGING ALLY

Feels guilty, burdens others with what they should do.

## PERFORMANCE ALLY

Social media posts about social justice. Goes to demonstrations.

## ACTIVE ALLY

What kind of active ally are you going to be?

[NCRC WORKSHOP AVAILABLE](#) →

# THE BYSTANDER

## BYSTANDER

A person who is present at an event or incident but does not take part or get involved.

## UPSTANDER

A person who speaks or acts in support of an individual or cause, particularly someone who intervenes on behalf of a person being attacked or bullied.

## SOCIAL JUSTICE

### ALLY

A person of one social identity group who stands up in support of members of another group.

Being an upstander is an important way to demonstrate allyship

[NCRC WORKSHOP AVAILABLE](#)



# THE BYSTANDER



## EFFECTIVE BYSTANDER RESPONSES

### IN THE MOMENT

**DISTRACTION:** The Upstander sees a situation developing and does something in the moment to divert attention away from the offensive behavior. This distraction might include humor or somehow changing the conversation away from the questionable comment.

**DIRECT:** The Upstander directly communicates with the Person Responsible in the moment. If the relationship matters, tact and a diplomatic approach are utilized.

[NCRC WORKSHOP AVAILABLE](#)



# THE BYSTANDER

## EFFECTIVE UPSTANDER RESPONSES

### AFTER THE INCIDENT

**DELEGATION:** In workplaces, the Upstander might report the situation to Human Resources. In communities, the Bystander might ask someone who knows the Person Responsible or the Target better or may have more influence on them.

**DIALOGUE:** The Upstander has a private conversation with the Person Responsible or the Target to communicate their concerns in a non-confrontational, but clear, manner.



[NCRC WORKSHOP AVAILABLE](#)



# ADDITIONAL RESOURCES

- 
- 3** **10 Tips for Managing Conflict** → [Contact Us for Customized Training](#)
- 4** **The ART of Communication** → [The ARTful Conversation](#)  
→ [ARTic](#)
- 5** **Our Relationship to Racism** → [ARTic 2.0](#)
- 6** **Allyship: A Journey Defined** → [The Bystander Challenge](#)
- 7-9** **Bystander** → [The Bystander Challenge](#)

# CONTACT INFORMATION

Learn more about NCRC's training opportunities and resources.

Visit [NCRConline.com](https://www.ncrconline.com)

Or contact Ashley Virtue at [avirtue@ncrconline.com](mailto:avirtue@ncrconline.com) or  
(619) 238-2400 x221



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**