



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**

# **Galinson Campus Civility Program**

**Training our Future Leaders**





## WHAT

The Galinson Campus Civility Program is shaping the next generation's leaders. Being part of an extraordinarily diverse student population represents a challenge and an opportunity. When students have misconceptions of those outside their group it can be difficult to communicate. Through communication and diversity training, the Campus Civility Program bolsters the students' ability and confidence to engage with others.

In 2011, the National Conflict Resolution Center (NCRC) began working with California State University, San Marcos to provide civility training campus-wide. Named in honor of community leaders and NCRC advocates Murray and Elaine Galinson, the program now commands the personal and financial support of UC San Diego Chancellor Pradeep Khosla, San Diego State University President Elliot Hirshman, and Constance Carroll, Chancellor of the San Diego Community College District. More than 3,600 students will participate in this training during the 2015 - 2016 academic year.

## WHO

### Participants include:

- Undergraduate and graduate student leaders;
- Faculty; and,
- Staff.

## WHY

Campuses provide an especially rich environment for learning, as this is where people of differing backgrounds and perspectives meet for the first time. In such a setting, differences can be divisive and lead to conflict, or they can be turned into a powerful catalyst for growth.

Through this effort, NCRC imparts the core principles of civility:

- Honor differences;
- Respect one another; and,
- Build meaningful and effective collaborations.

## HOW

This transformation is created through NCRC's communication, diversity, and conflict management training.

### Training topics include:

- Collaborative communication techniques;
- Cultural identity and sensitivity; and,
- Conflict management and engaging in difficult conversations.

## OUTCOMES

### Students demonstrate:

- Increased confidence to engage in serious conversations with others of different identities and backgrounds;
- A willingness to understand and value others' perspectives; and,
- Increased respect for others' right to dignity.

### On campus:

- Dialogue among all groups will become more commonplace;
- Conversations among students, faculty, and staff become more inclusive and respectful; and,
- Everyone becomes increasingly committed to the highest standards of civility.

## RESULTS

NCRC has partnered with the Institute for Public Health at San Diego State University to custom design an evaluation that will ensure the trainings are successful and the skills taught are used and retained. To date, over 950 students have completed the evaluations. Virtually all students expressed increased:

- confidence in addressing conflict in their communities;
- ability to address the conflict style of others to achieve their own goals; and,
- willingness to speak up when they witness discrimination.

Since the inception of this program campus-wide at San Diego State University, campus administration has reported an impressive decrease in the need to intervene in conflicts involving members of fraternities and sororities. Before this program, administration was asked to assist in dozens of disputes each semester. This past academic year, they were asked to assist in only two incidents, an incredible testament to students' ability to manage conflicts and prevent them from escalating.

## ABOUT



With a budget of \$3.7 million, NCRC depends on the generosity of the community to fund this important initiative. NCRC's impact is deep and life changing, this year reaching nearly 10,000 people. The partnerships we create with our donors enable transformative, positive community change.

# BUILDING STRENGTH IN DIVERSITY

Two student leaders participating in the Aztec Winter Guard, an indoor color guard sport at San Diego State University (SDSU), completed NCRC's communication and diversity awareness training to better lead the team through the performance season.

The Aztec Winter Guard includes twelve individuals from diverse backgrounds. Members often bring vastly different perspectives to the group and communication can be difficult. Accordingly, the skills learned at NCRC training were immensely useful.

The two students who had completed NCRC's training led a day of team-building activities to encourage better communication among group members, to improve the way members relate to each other, and to help them view each other more empathetically.



*"I am part of a team. I am no better, nor worse than any other member of team. This is not about me. If it was, this would have been a really lonely journey."*



By the end of training, the members became a stronger, more united team, even selecting a motivational motto: "I am part of a team. I am no better, nor worse than any other member of team. This is not about me. If it was, this would have been a really lonely journey." The rest of the year was an excellent experience for them, since they had worked together to overcome their differences. Together, they were able to win the Regional Championship!

## MIDDLE EAST CONFLICT FINDS PROGRESS IN SAN DIEGO



Two student groups -- Hillel and Students for Justice in Palestine -- have historically been at odds, with public confrontations occurring between the two groups at campuses throughout San Diego. In response, NCRC was invited by Hillel to complete a training to impart positive conflict management skills; the training was designed specifically with these confrontations in mind.

As part of the training, the group crafted techniques to respond to challenging situations, including those where their very essence (religion, values, and history) was treated disrespectfully. Trainees shared personal stories of confrontations,

learned relevant communication skills, and positive ways to meet future encounters. They acted out conflicts in role-plays, and utilized their newly-acquired skills to resolve them. The training gave the participants a toolbox of strategies to use when confronted with opposing ideas, while instilling confidence for addressing future conflicts.

After the training, representatives from Hillel and the Students for Justice in Palestine participated in several facilitated discussions. In these meetings, students who completed the NCRC training talked about their experiences using non-confrontational language. One student reported that before the training, many in the group would have become defensive and argued with other students instead of resolving the issues. Learning how to respond diplomatically created a shift in the dialogue and helped all students have a deeper understanding of each other. Learning the skills allowed them to be more open minded and objective, despite holding different points of view. One student remarked, "The training really taught me how to be neutral, not attacking; to take deep breaths, and really focus on the issues."

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## FUNDING

Total Expenses (2011-2018)	\$2,500,000
Committed as of 8/1/2015	\$1,065,000
Additional support needed	\$1,435,000



## YOU CAN MAKE A DIFFERENCE

- \$250** supports the training of one student
- \$500** underwrites training set-up: space, food, equipment, etc.
- \$1,000** covers fees for two trainers for a day-long session
- \$2,000** underwrites the creation and production of all training materials for a class of 20
- \$5,000** covers all costs associated with a full day communication training for 20
- \$10,000** provides special training program for all new student dorm counsellors during an academic year
- \$25,000** allows NCRC to launch this program on a new campus
- \$75,000** funds one semester of trainings for all student organizations on a campus

# PARTNERS

San Diego State University

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University of California San Diego

San Diego Community College District

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## **NATIONAL CONFLICT RESOLUTION CENTER™**

### **There is a Solution.**

**Since 1983, the National Conflict Resolution Center (NCRC) has been empowering people and transforming cultures.**

Whether on a college campus, in the community, or in a business, NCRC has a conflict resolution service designed to reveal the common ground among any controversy. There is a solution to every problem, and we can help find it.

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