



## **Building Trust and Bridging Values in Times of Conflict**

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In this video presentation, Paul Hutchinson offers 17 tips for mediating difficult conversations in which those involved have conflicting beliefs, opinions and values. In order to provide a guide while viewing the video, we have provided a very brief summary of these suggestions here.

1. Understand the goal of the meeting.
2. Come prepared.
3. Think about how you deal with conflict.
4. Be clear about each person's role and underlying assumptions about them.
5. Consider how you communicate, including your body language, tone of voice and how you know whether you are being heard.
6. Be aware of how you listen, empathize and understand the subject, and what biases and subjectivities you have.
7. Use simple language and be prepared to translate complex information and bridge expertise.
8. Think about the details and logistics of your first point of contact with those involved.
9. Consider content goals and relationship goals, and how relationships impact content.
10. Avoid binaries - consider all possible options.
11. Know that understanding does not always mean agreement.
12. Consider whether the discussion is about a disagreement of positions or interests.
13. Think about how you can re-frame what you want to convey in order to increase understanding.
14. Invite questions and challenges.
15. Consider issues of power, dependency and vulnerability.
16. Contribute to an organizational culture of reflective practice.
17. Have humility and remember the work you are doing is a great privilege.

Note: This video is approximately 42 minutes in length. If you have limited viewing time and would like to watch the video in 2 parts, a suggested division is:

Part 1 – 0:00 - 20:40 (Ending at "... variety of consequences.")

Part 2 - 20:41 - 41:56 (Beginning at "The next point...")