

Motivation

In a rather diverse environment, we thrive to treasure the interaction among groups from different backgrounds and enjoy enriched learning and social environments. However, conflicts occur across cultural boundaries sometimes.

Goal

Address the lack of training graduate students and postdoctoral scholars receive in intercultural communication and conflict resolution in the form of a workshop series with two parts.

I speak to understand, not to convince you that I am right. I listen to understand, not to formulate my rebuttal.

— Hispanic Outlook Journal

I. Intercultural Communication and Competence

- Tuesday 1:30-3:00 pm, May 18th, 2021
- Registrants: 75, attendants: 37
- Speaker: Eric Sanchez, facilitator: Christopher Nguyen Pheneger
- Objectives:
 - Learn about our own and each other's communication styles and discuss how we incorporate other styles to facilitate effective communication given the diversity of our community
 - Dialogue about diversity in communication styles and reflect on how we can use this as a framework in negotiating communication in cross cultural situations
 - Gain skills related to communication
- Cross-cultural versus intercultural communication.
- Factors influencing effective Communication
- Cross-cultural experience sharing
- A communication style assessment
- Values & Communication
 - High vs. Low Context
 - High and Low Context Verbal Patterns
- Tips and closing.

It is possible to conceive conflict as not necessarily a wasteful outbreak of incompatibilities, but a normal process by which socially valuable differences register themselves for the enrichment of all concerned.

— Mary Parker Follett



II. Conflict Management: Diversity in Conflict Modes

- Tuesday 1:30-3:00 pm, June 1st, 2021
- Registrants: 70, attendants: 25
- Speaker: Eric Sanchez
- Objectives:
 - Understanding conflict theory and stages of conflict
 - Awareness of the diversity in conflict modes
 - Skills related to communication and conflict management
- Guidelines for dialogue: Respect yourself and others, engage in mind and heart, allow for mistakes, constructive collaboration, honor confidentiality
- A reflection on conflict, breakout room discussion.
- The evolution of conflict theory
 - The traditional view: negative, needs to be fixed or eliminated
 - The interactionist view: a “gift”, a way to bring about positive change, can be dysfunctional
- Five stages of conflict: a rule is broken → unspoken tension rises → consult with others → engagement → aftermath
- Thomas-Kilmann's Conflict Modes: competing, avoiding, compromising, collaborating, accommodating
- Tips and closing

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