From Conflict to Community

The Chadwick Model
Moving Beyond Conflict

A conversation with Mike Redburn

School Administrators of Montana
Administrators Institute – July 29, 2019
The Far Side

“Sure—but can you make him drink?”
"In times of change, the learners inherit the earth, while the learned find themselves beautifully equipped to deal with a world that no longer exists."

---Eric Hoffer
The Process and Me

- 41 year career in education – teacher/administrator
- Near teachers’ strike
- From conflict to community
- From participant to facilitator – 17 years
- Used in school districts and other non-profits
- Working to meet their mission and goals
  - Collective bargaining
  - Strategic planning
  - Team building
  - Listening sessions
- Personal use in conflict resolution

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My plan for the next few minutes:

- Learn by doing
- Explore conflict briefly
- Suggest various contexts
- Share the basis of the process
- Provide a few strategies/techniques
- Answer your questions
- Remain available following today

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Grounding

The Questions:

- *Tell us your name, what you do, how long you have been there*
- *What are your expectations for this session?*
- *How do you feel about being here?*
Insights into Grounding

- Listening with respect
- A sense of potential equity
- Engages the "whole brain"
- Apprehensions and hopes
- Hidden agendas
- The here and now
- Initial information
A different way of:

- **Looking** (listening)
- **Seeing** (listening with respect)
- **Understanding** (a new perspective)
- **Knowing** (finding new ground)

*Slowly is the fastest way to get to where you want to be.*
The Question:

- What is your relationship with conflict?
Pain is inevitable. Suffering is optional.

Haruki Murakami
Japanese writer
Conflict is never the problem. Unresolved conflict is the problem.

- Over time unresolved conflict diminishes relationships.
- Diminished relationships do not contain trust.
- Trusting relationships are necessary to all group efforts.
Conflict

Conflict is inevitable, but combat is not.

Conflict is the beginning of consciousness.

Origins of Conflict

Change
Power
Scarcity
Diversity
Overview of the process:

- Why this process?
- Main Concepts
- General Strategies
Why this structured facilitated process?

- Not how we learned to interact - requires more time. Why?
- If previous efforts unsuccessful, why do the same?
- Must change how we talk about issues.
- That takes a new approach and that takes time.
- The current situation or conditions not created overnight.
- Solutions will not come in a few quick meetings.

➢ See A Facilitated Process handout
How?
Main Concepts:

• Is highly collaborative
• Recognizes that trust is at the heart of all relationships
• Focuses on listening with respect and being heard
• Seeks to meet the needs of all
• Recognizes the role of conflict
A consensus-seeking process

• Grounding
• The Situation
• Worst Possible Outcomes
• Best Possible Outcomes
• Exploring Solutions
• Conditions
  ➢ See Chadwick Model handout
Applying to interpersonal conflicts:

- Listen – use listeners
- Ask questions
- Listen some more
- Develop a mutual understanding of the situation
- Explore Worst & Best Outcomes
- Mutually explore solutions – how to make your best outcomes come true

See Applications handout
Insights Review

- Listening with respect
- Every one is heard
- Inclusive and transparent
- “Why” before “how”
- Conflict is not the problem
- Unresolved conflict is the problem
How many facilitators does it take to rehang a picture?

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The Far Side
OUR QUESTIONS

What did you learn that will help you be successful?
Contact Information

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Resources

Consensus Building and Facilitation

Books of Interest

- *Finding New Ground: Beyond Conflict to Consensus*, by Robert J. Chadwick
- *The World Café: Shaping Our Futures through Conversations That Matter*, by Juanita Brown
- *Consensus Organizing: Building Communities of Mutual Self-Interest*, by Mike Eichler

Fostering Trust

Research


Books of Interest

- *The Speed of Trust: The One Thing That Changes Everything*, by Stephen M.R. Covey
- *Building Trust for Better Schools: Research-Based Practices*, by Julie Reed Kochanek
- *Trust in Schools: A Core Resource for Improvement*, by Anthony S. Bryk & Barbara Schneider
- *Trust Matters: Leadership for Successful Schools*, by Megan Tschannen-Moran

Community Building

Books of Interest

- *Community: The Structures of Belonging*, by Peter Block
- *Turning to One Another*, by Margaret J. Wheatley
- *The Abundant Community*, by John McKnight & Peter Block