



CRACKING THE **CODE**

Listening as a Tool for Resolving Conflict

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“Cracking the Code”

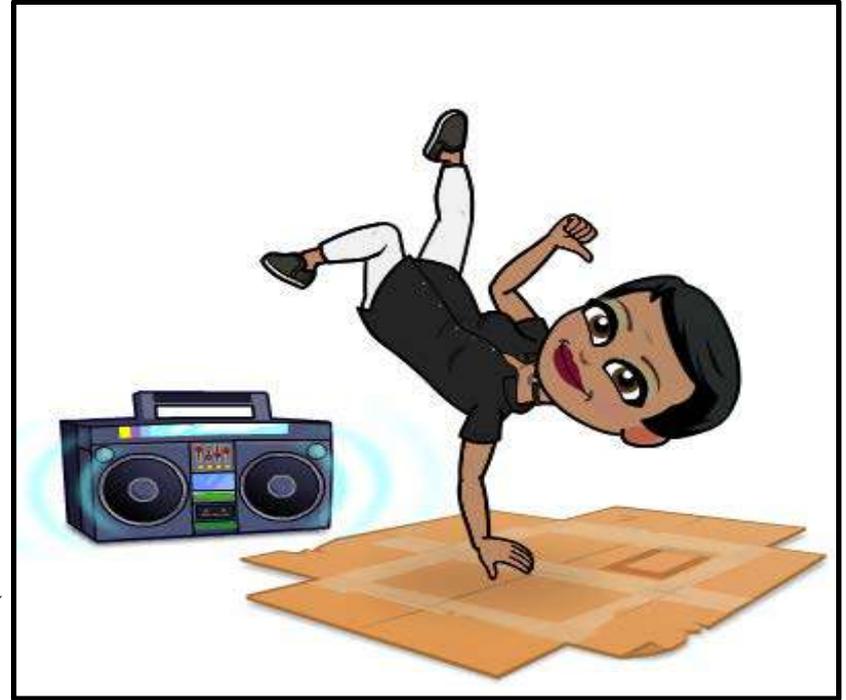
Listening as a Tool for Resolving Conflict



- **Help educators develop a greater awareness of the pitfalls of ineffectual listening.**
- **Help educators realize the importance of using effective listening techniques during future conflicts**

Hello Everyone!

Here is a secret about me.
If I could
dance all day, watch YouTube and eat at
the best restaurants daily, I would be a
happy person all of the time. LOL!
Unfortunately, I have to live in reality.



The Preliminaries :

Its a



*to review some
concepts that
supports:*
Fostering Positive
Relationships

**Good
Relationships
are a priority.**





**Very few bad
relationships
breed healthy
conversations.**

**Be Respectful.
Respect is not
negotiable!**



Agreed.

We need to talk.

**This is
serious.**



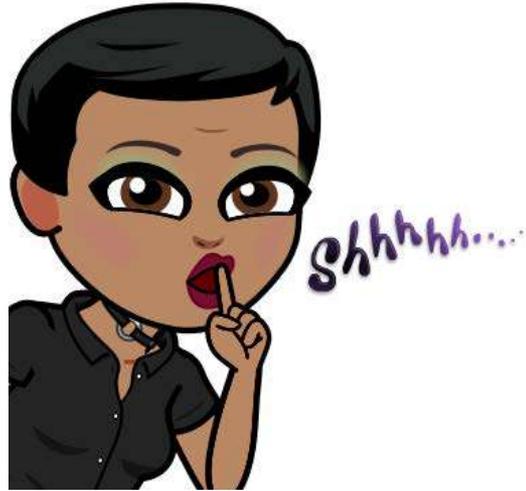
**Do your best to
be courteous,
and to discuss
matters
constructively.**



Time to go
deeper!

Listening :
The Act of
hearing
with
Intention!





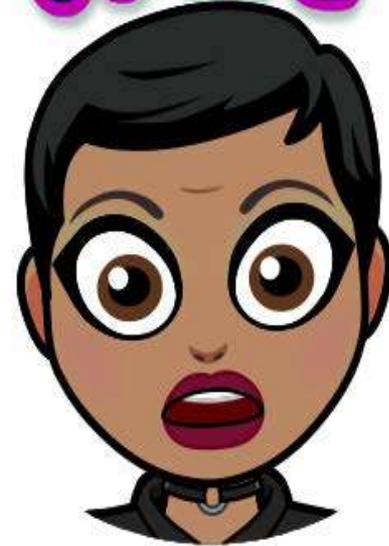
Listening is not a discussion !

1. ■

Lets Begin:

Whether or not you agree
is not the issue in the
listening process, listening
so the other person is
heard is the focus!

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How Should I Listen!

Showing genuine concern and care is critical



- ❑ More emotional, sensitive and personal topics do require a genuinely caring disposition to be presented.
- ❑ Few people will willingly share personal issues unless they sense a level of concern displayed by the listener.
- ❑ Curiosity, badgering, threats, and the display of authority are all poor substitutes for honest caring.



People are not the problem!

- Learn to separate people from their problems.
- People come with problems; try to separate the two when
 - It will allow you to listen or receive their position better.
- Recognize that, in many cases, the other person is not "being difficult"
- Real and valid differences can lie behind conflicting positions.
- By separating the problem from the person, you can discuss issues without damaging relationships.



Just the Facts

Yes People will:

- **People will indulge and exaggerate facts**
- **No need to correct errors**

Just Focus on:

- **Concentrate on the message**
- **Focus on their perspective**

DON'T BE



Rude.

Commenting Occasionally

One

- Give brief summary statements once in a while as you listen.

Two

- This assures the person that you're hearing and comprehending his message and allows him/her to correct misperceptions.

Three

- 30 percent of our communication is verbal; Most of the messages we convey are communicated by facial expression, body language, voice inflections, positioning, and other nonverbal means.

Let's Review

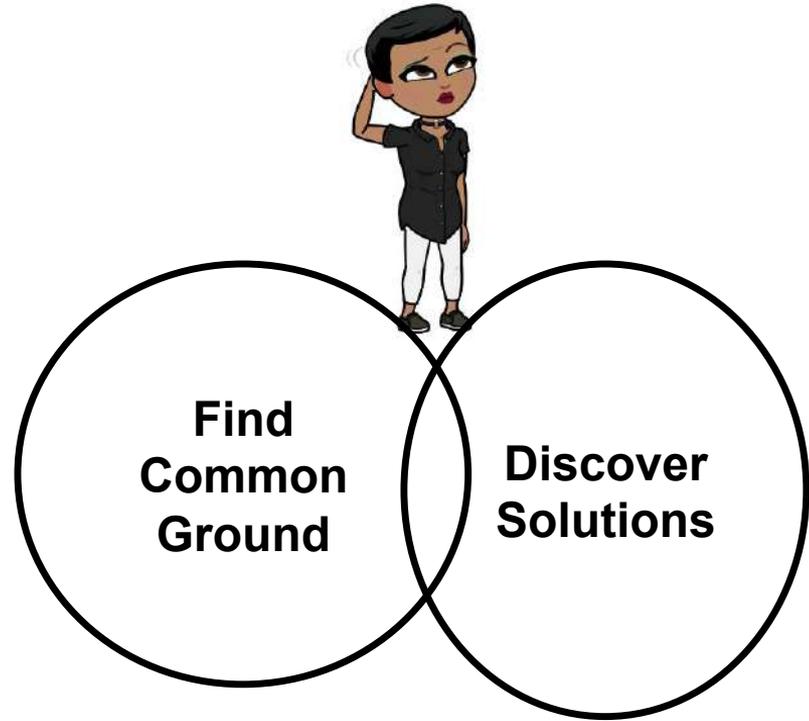


Zip your Lips!

**Quiet your
Thoughts**

**LISTEN:
Seek to
understand**

**Listening
is NOT an
Automatic
Resolution
to A
Problem**



Keep repeating the process until a solution is found.

ARE YOU FOR
REAL?



Remember: Good relationships
are the priority. That's reason to
do the work!

Dang it! Listening to solve problem is not simple.



Thanks!

Any questions?

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