

MANAGING CONFLICT AT PUBLIC MEETINGS

Julie A. Lawson, PE, CFM
May 10, 2018



PUBLIC MEETINGS

Diverse
stakeholders

Engage wide
audience

Specific
purpose

Share &
discuss
information

Increase
awareness

Engage public
involvement

Build a feeling
of community



CONFLICT

con·flict


noun

/ˈkənˌflikt/ 

1. a serious disagreement or argument, typically a protracted one.

Synonyms: dispute, quarrel, squabble, disagreement, dissension, clash

verb

/kənˈflikt, ˈkənˌflikt/ 

1. be incompatible or at variance; clash.

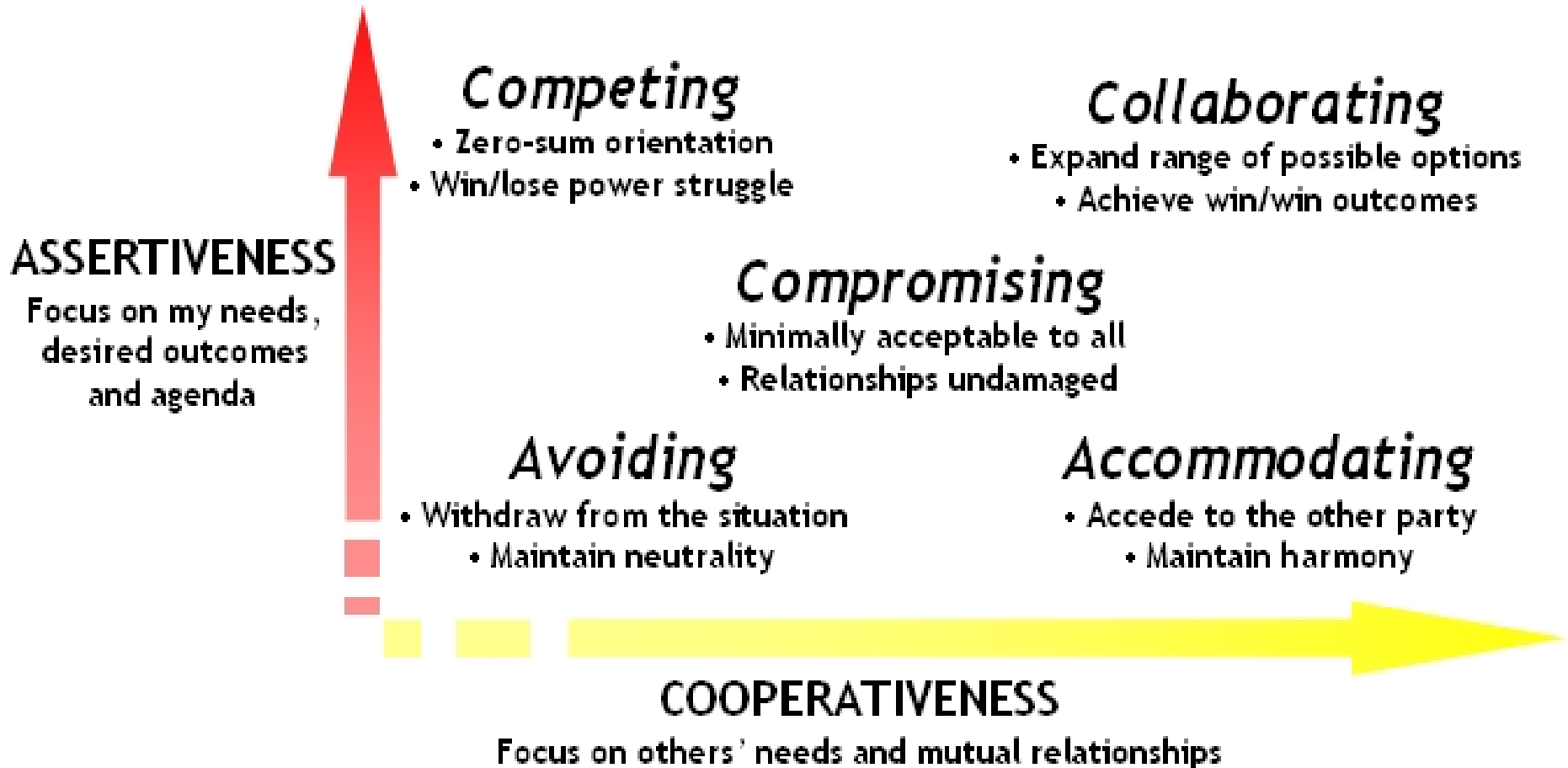
Synonyms: clash, be incompatible, vary, be at odds, be in conflict, differ, diverge, disagree, contrast, collide

Origin



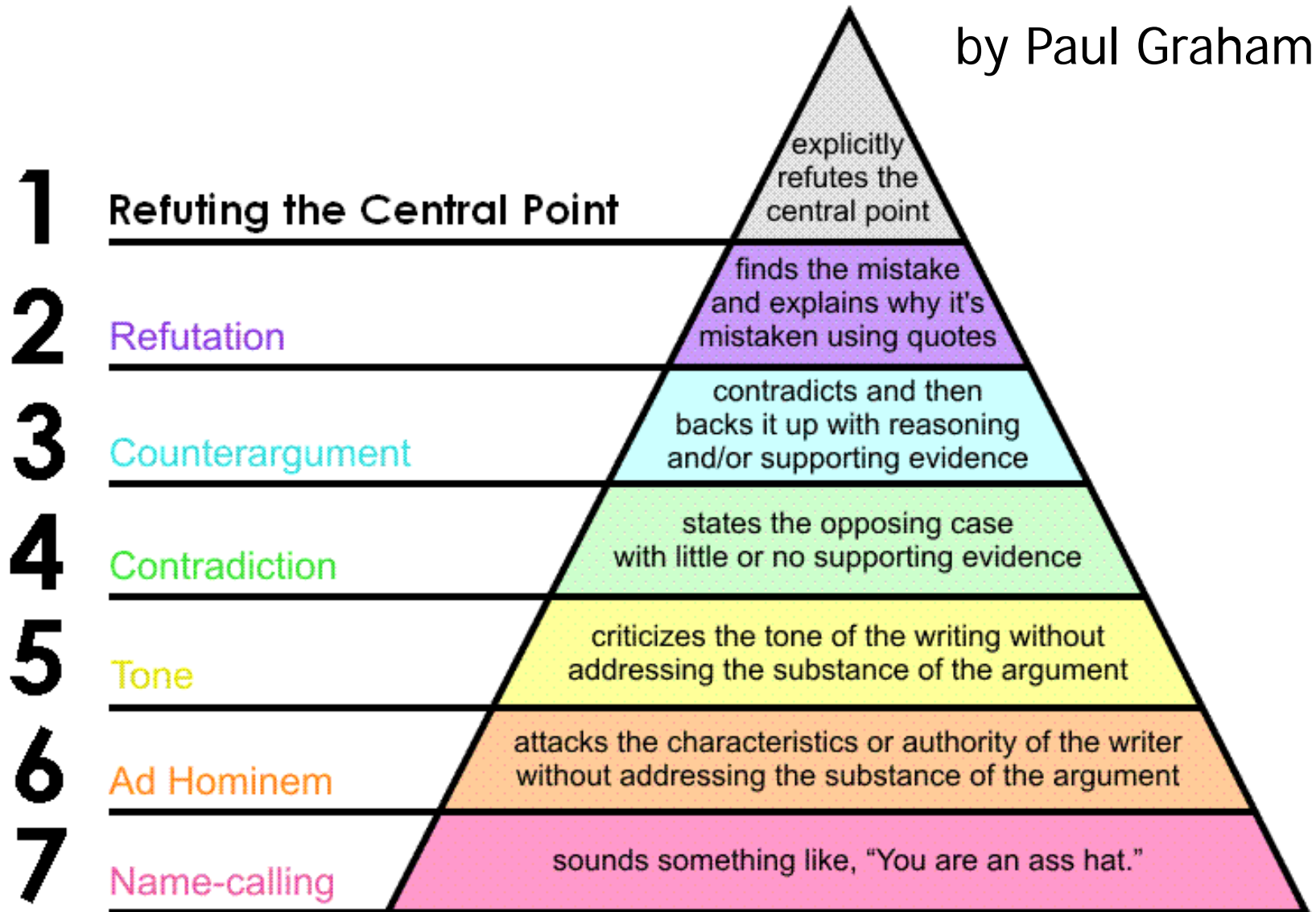
TYPES OF CONFLICT

Thomas-Kilmann Conflict Modes



THE HIERARCHY OF DISAGREEMENT

by Paul Graham



CONFLICT MANAGEMENT

Peace is not the absence of conflict,
but the ability to cope with it.

Mahatma Gandhi

“ quote fancy

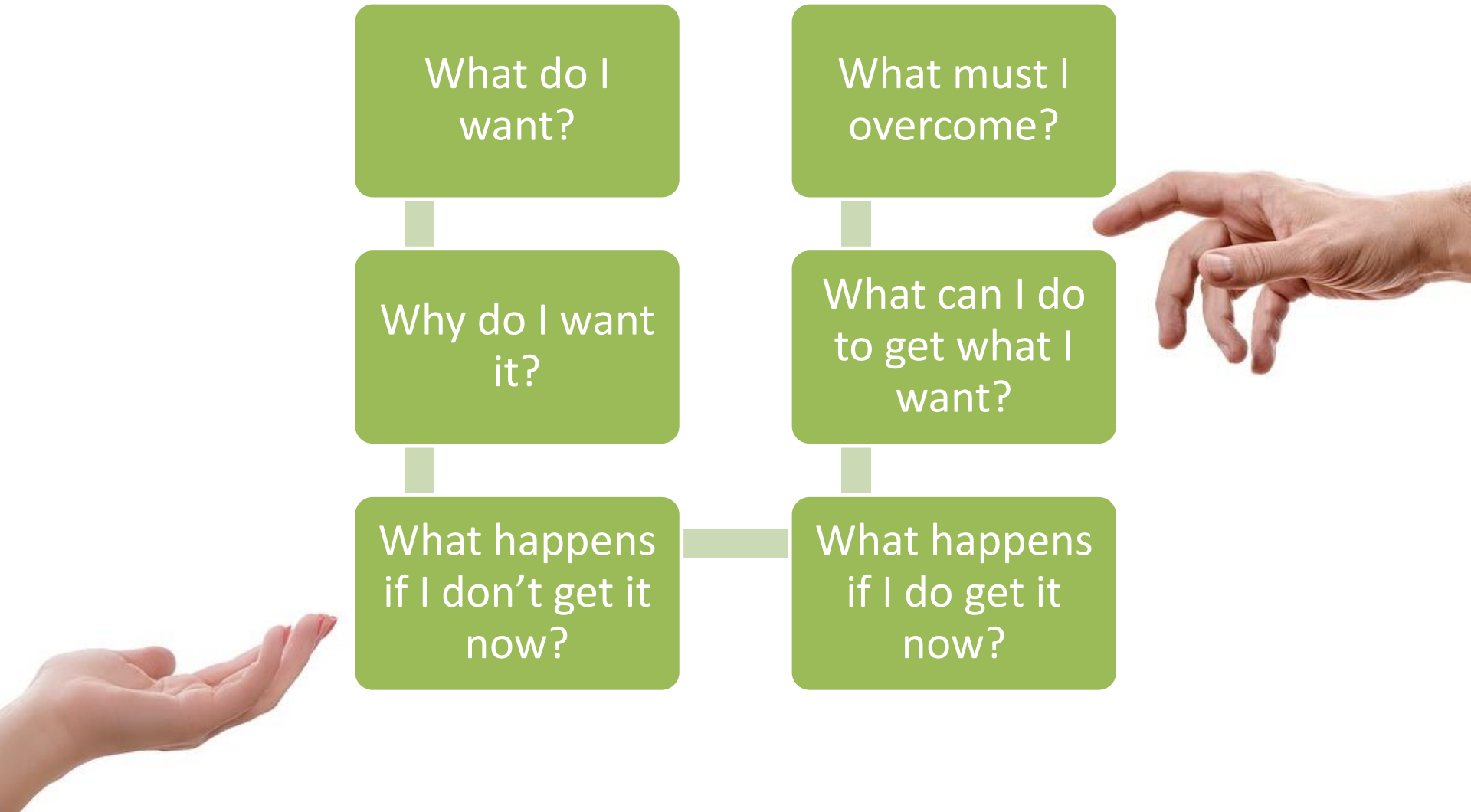
MANAGING CONFLICT AT PUBLIC MEETINGS

“The test of a first-rate intelligence is the ability to hold two opposed ideas in mind at the same time and still retain the ability to function.”

— F. Scott Fitzgerald



PREPARE OBJECTIVES



PREPARE LOGISTICS

Public Meeting
Notice



PREPARE YOURSELF

Mindset

Just Be Yourself



Presentation



Execution



BEHAVIOR



Passive

Physical
Verbal



Aggressive

Physical
Nonverbal
Verbal
Passive



Assertive

WHEN TO BE ASSERTIVE

Is this a
problem?

Is this the
time and
place?

What are my
chances at
initial
success?

Am I willing
to invest time
& energy and
endure risk?

Will I stay
calm?



HOW TO BE ASSERTIVE

Maintain
professionalism

Speak clearly
using “I”
statements

Face the person
and maintain
eye contact

Be aware of
your body
orientation

Pay attention to
the quality of
your voice

LISTEN



LISTENING

**The biggest
communication problem
is we do not listen to
understand.
We listen to reply.**

There is a voice
that doesn't use words.

Listen.

— Rumi



EFFECTIVE LISTENING

Desire

Commitment

Patience

Observe body
language

Listen for
patterns

Listen to
what is not
said



ACTIVE LISTENING

The SOLAR Diagram



Sit slightly forward

Maintain an **O**pen, relaxed posture

Look into the other person's eyes

Pay such strict **A**ttention to what the other person is saying that you are able to...

Reflect what the other person says

It's not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man

who is actually in the arena,

whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again,

because there is not effort without error and shortcoming;

but who does actually strive to do the deeds;

who knows great enthusiasms, the great devotions;

who spends himself in a worthy cause;

who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails,

at least he fails while

daring greatly...

Theodore Roosevelt

CREATING BOUNDARIES

Express your
intentions
clearly



Don't get stuck
in the middle,
get all parties
together



Say no when
you need to
say no



IDENTIFY WITH THE AUDIENCE



FACTS VS. FEELINGS



HOW TO RECEIVE CRITICISM



Hear the criticism
accurately

Control your
emotional
reaction

Assume the critic
means well

Refuse abusive
criticism

Focus on the
criticism, not the
critic

Learn from your
critics

It's OK to
thoughtfully reject
the criticism

Admit fault or
failure

HOW TO RECEIVE ANGER

- Refuse abuse and violence
- Realize that you may not be the target
- Know when to apologize

The Belly Roll: Put the other person “in charge” to defuse a tense situation (assertive submission)

1. When you know you are in the wrong

Ask “What do you want me to do?”

2. When you don’t know what move to make

Ask “What would it take to make this right?”

3. When you know you need to say “no”

Ask “Would you help me?”



INTERACTING WITH A HOSTILE PERSON

DO NOT:

- Shut down
- Tell them to calm down
- Try to point out their irrational behavior

DO:

- Wait for the calm
- Focus on their left eye
- Ask how you can help



ANSWERING QUESTIONS

Limit time for
questions &
answers

Use your active
listening skills

Try to
understand and
find common
ground

Take your time
to answer

Ask if your
response was
sufficient

Admit what you
don't know

Thank people
for questions,
don't praise
them



ANSWERING QUESTIONS

Be honest and
provide
details if
appropriate

Don't let one
person
dominate the
discussion

Take difficult
or lengthy
questions
privately

Respond with
your own
question

Watch for
leading
questions;
stay on topic

Anticipate the
unexpected
but be
prepared

Keep your
composure
and maintain
confidence



FOLLOW UP



REFERENCES

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<http://bigthink.com/paul-ratner/how-to-disagree-well-7-of-the-best-and-worst-ways-to-argue>

Daring Greatly – Brené Brown

Speaking the Truth in Love – Ruth N. Hoch & Kenneth C. Haugk

Stand and Deliver – Dale Carnegie Training

Steal the Show – Michael Port

Stephen Ministry Training Manual

Talking to Crazy – Mark Goulston



QUESTIONS?

Julie Lawson, PE, CFM

(330) 375-1390

jlawson@envdesigngroup.com

Akron | Cleveland | Columbus



The community impact people.

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Julie Lawson, PE, CFM
(330) 375-1390
jlawson@envdesigngroup.com
Akron | Cleveland | Columbus



**Booth
515**

