

Conflict Resolution 2021
Session 4
Culture and Communication
Pastor Sharan Trotter



Blessed are the peacemakers, for
they will be called children of God.
Matthew 5:9

“Blessed are the peacemakers, for they will be called the children of God” (Matt 5:9 KJV).



Key Scripture

“Heaviness in the heart of man maketh it stoop: but a good word maketh it glad”
(Prov 2:25 KJV).

“Anxiety in a man’s heart weighs him down, but a good word makes him glad”
(ESV).

Instructional Overview**Big Ideas**

- Peacemakers communicate to bring transformation, hope, and understanding to those in conflict.

Essential Questions

- In what ways does communication support conflict resolution?
- How does a believer’s response to conflict reflect a cultural understanding of surface and deep cultures?

Learning Outcomes

- Identify conflict responses and how they fit on Sande’s slippery slope
- Apply and summarize conflict resolution practices in response to reflection questions

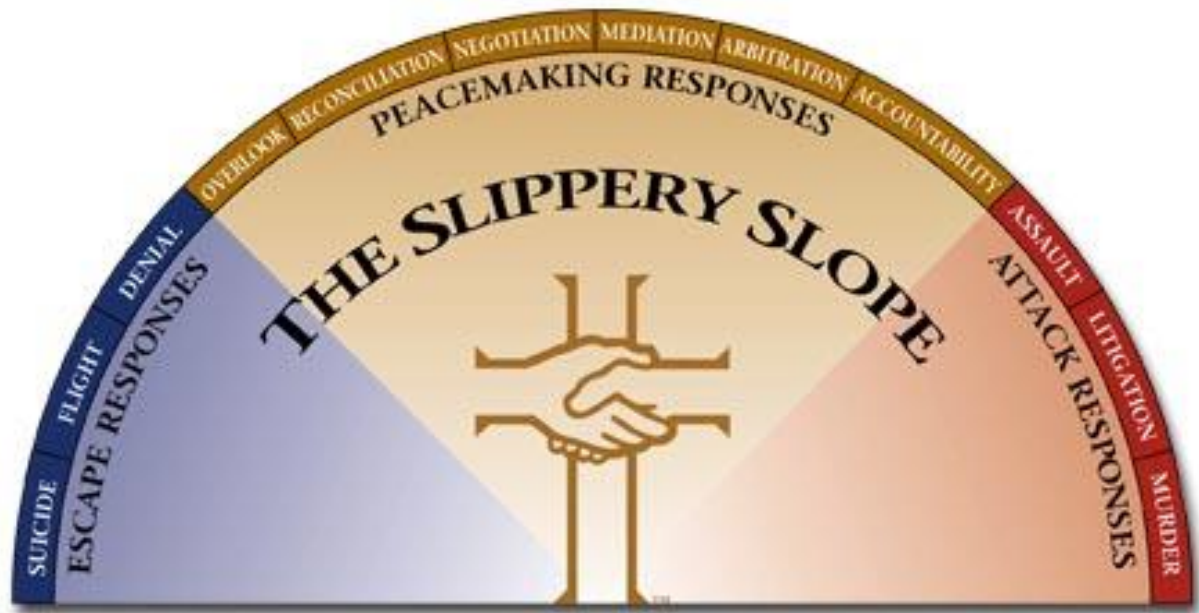
Paired Discussion

Directions:

Review the assigned statements below. Then, explain the relationship of culture, conflict, and peacemaking.

1. Values represent feelings and cultural ideals that link abstract philosophy to concrete practices. Thus, deep-culture values intertwine with the iceberg's surface culture since the values influence a people groups' visible objective behaviors and practices" (Plueddemann, 2009, Triandis, 1994).
2. "Since surface culture has a relatively low emotional load, the source can correct a miscommunication to a receiver without extensive damage. On the other hand, deep culture includes both unspoken rules containing a high emotional load and unconscious rules suggesting an intense emotional load. A miscommunication can result in relationship damage not easily repaired" (Paron, 2015).
3. Edward T. Hall (1991), a noted anthropologist said, "any culture is primarily a system for creating, sending, storing, and processing information. Communication underlies everything." Although interpersonal conflict holds a part of every culture, values influence culture's way of perceiving and dealing with conflict.
4. Values influence culture's way of perceiving and dealing with conflict. More specifically, culture helps define one's conflict and determines how to manage it (Samovar, 2000). In many Mediterranean cultures, people perceive conflict as a natural way of life, expecting people to have intense feelings on many issues.
5. A collective culture (we-centered such as Thailand) generally suppresses feelings of negativity and anger. On the other hand, and individualistic culture (I-centered such as the US) accepts emotion as highly individual. Thus, cultural differences in emotional expression exist.

Lecture and Application



Notes:

Application

1. Values represent feelings and cultural ideals that link abstract philosophy to concrete practices. What underlying values do you see in each of the below conflict styles?
2. Look at sources of power on pages 12-13 of *Style Matters* that match each style. Sources of power represent the unconscious rules people may not know lurk at the bottom of their deep culture. What values might evolve from sources of power? How might these values result in either escape or attack responses visible in surface culture?
3. How can you use peacemaking responses to address the below conflict styles from *Style Matters*?
4. How does understanding culture and its relationship to conflict help you effectively resolve conflict?

DIRECTING High focus on own agenda and low focus on relationship	COOPERATING High focus on own agenda and high focus on relationship
COMPROMISING Medium focus on own agenda and medium focus on relationship	AVOIDING Low focus on own agenda and low focus on relationship

What does active listening mean to you?

Definition: Active listening allows an individual; to engage with the speaker more effectively by paying special attention to the conversation. Thus, it enables the person to draw information not explicitly disclosed by observing and asking questions adequately.

(My Accounting, Retrieved from <https://www.myaccountingcourse.com/accounting-dictionary/active-listening>)

Do You Hear What I Hear?

Directions:

- Teacher gives everyone a sheet of paper.
- Teacher gives directions.
- Students follow teacher directions.
- Discuss observations

Active Listening Application

Questions:

1. Explain how you can use active listening with each of the conflict styles to resolve conflict.
2. Discuss a time when you should have used active listening as a strategy to resolve conflict but did not? What ensued?
3. How does active listening help you grow more Christ like?

DIRECTING High focus on own agenda and low focus on relationship	COOPERATING High focus on own agenda and high focus on relationship
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Conflict Resolution, Winter 2021 — Homework, Session 4

Due February 11, 2021

Essay (500-650 words)

Prompt 1. How can understanding culture and its relationship to conflict help a leader effectively resolve conflict?

Prompt 2. Explain how you can improve your peacemaking responses.

Oral Presentation

Work on your oral presentation for session six.

The Iceberg Concept of Culture

Like an iceberg, the majority of culture is below the surface.



Surface Culture

Above sea level

Emotional load: relatively low

food ▪ dress ▪ music ▪
visual arts ▪ drama ▪ crafts
dance ▪ literature ▪ language
celebrations ▪ games

Deep Culture

Unspoken Rules

Partially below sea level

Emotional load: very high

Unconscious Rules

Completely below sea level

Emotional load: intense

courtesy ▪ contextual conversational patterns ▪ concept of time
personal space ▪ rules of conduct ▪ facial expressions
nonverbal communication ▪ body language ▪ touching ▪ eye contact
patterns of handling emotions ▪ notions of modesty ▪ concept of beauty
courtship practices ▪ relationships to animals ▪ notions of leadership
tempo of work ▪ concepts of food ▪ ideals of childrearing
theory of disease ▪ social interaction rate ▪ nature of friendships
tone of voice ▪ attitudes toward elders ▪ concept of cleanliness
notions of adolescence ▪ patterns of group decision-making
definition of insanity ▪ preference for competition or cooperation
tolerance of physical pain ▪ concept of "self" ▪ concept of past and future
definition of obscenity ▪ attitudes toward dependents ▪ problem-solving
roles in relation to age, sex, class, occupation, kinship, and so forth



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