

CONFLICT ENGAGEMENT AT UBC

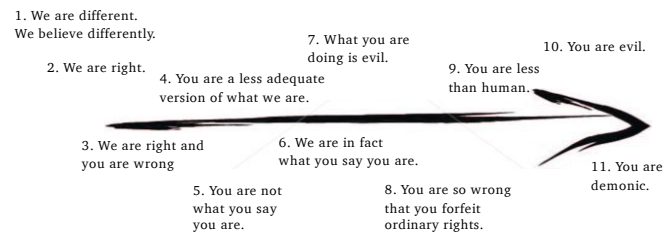
A First Gathering and Working Session
July 27th, 2017

WHAT IS CONFLICT?

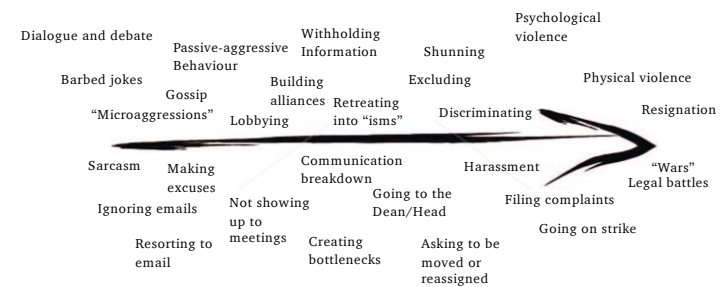


- Difference that matters
- Difference that mobilizes our emotional resources
- Becomes a dividing line between "us" and "them", or between competing claims over fairness, law or morality
- Strong sense of right and wrong
- Natural, normal, unavoidable
 - Academic DNA, Diversity, Societal background
- Destructive AND transformative
- Individual AND collective

CONFLICT ESCALATES



CONFLICT ESCALATES



RESPONSES TO CONFLICT



- We “resist” when
 - Engaging doesn’t work
 - We are not heard or feel we are not heard
 - We are not willing to say what needs to be said
 - We feel powerless and are looking to build power
- Can be an intelligent, important strategy, particularly in pursuit of justice
- Indication of information/wisdom that can’t find a ‘legitimate’ voice
- AND, inefficient, costly, hurtful etc.

WAYS TO ENGAGE DIFFERENCES



WAYS TO ENGAGE DIFFERENCES



CONFLICT IS NOT ABUSE



WHAT DO WE WANT FROM CONFLICT ENGAGEMENT?



- End Abuse, Get better at Conflict.
- Use conflict as fuel for learning, personal growth, institutional transformation.

Presentation by:

Aftab Erfan
Director of Dialogue and Conflict Engagement
Equity and Inclusion Office
2306E Brock Hall | 604.822.9095 | Aftab.erfan@ubc.ca