00:00 - Alrighty, good afternoon, everyone.
00:03 I wanna start by congratulating you all
00:05 on your acceptance to Suffolk.
00:07 We are so excited to have you join us today
00:09 as you continue your journey
00:10 through the college search process.
00:13 My name is Brian Denzak
00:14 and I'm an admission counselor here at Suffolk.
00:16 My territories are all of New York
00:18 as well as the Berkshire area of Massachusetts.
00:20 So if any of our attendees today are from that area
00:23 it's likely I had the pleasure of reading your application.
00:26 Here at Suffolk University
00:27 we currently have two schools of study,
00:29 the College of Arts & Sciences
00:31 and the Sawyer Business School.
00:33 Some of you may already know exactly what you wanna study.
00:36 Some of you may have a long list of ideas
00:38 and some of you may have no idea at this time
00:41 and that's okay.
00:42 We've got over 70 different programs for you to choose from
00:45 with majors across arts, humanities, social sciences,
00:49 mathematics and natural sciences.
00:52 There is no limit to what you can learn
00:54 within the College of Arts & Sciences.
00:56 Joining us today is Shoshana Madmoni-Gerber
00:59 an instructor in our department of communications
01:01 in journalism.
01:02 And she's got a great class plan for you.
01:05 Shoshana, I'll let you take it from here.
01:06 Enjoy the class, everyone.
01:09 - Hi everybody.
01:10 Welcome, I'm thrilled to be here today.
01:12 So my name is Professor Shoshana Madmoni-Gerber
01:17 and my area of expertise, communication and journalism.
01:21 I teach a range of classes in communication,
01:24 journalism and media studies.
01:26 I'm a former journalist myself
01:28 and I spent a good chunk of my career
01:31 researching and writing about conflict.
01:34 And after doing that for many years
01:37 I decided that it was time for me also
01:39 to learn about conflict resolution
01:42 and started to study some mediation skills.
01:46 And over the years incorporated
01:48 into the curriculum here at Suffolk.
01:52 Joining me today are five of my journalism students.
01:55 So I'm gonna ask them to introduce themselves
01:58 and tell you a little bit about
02:00 just their name and their major
02:01 and then we'll get right to today's class.
02:04 So I'll call on you, Dai.
Hi everyone, my name is Dai Podziewski.
I'm a broadcast journalism major.

Sarah.
I'm Sarah, I'm a junior at Suffolk.
I'm a print journalism major.

Olivia.
I am a junior at Suffolk and I'm studying journalism as well.

Ainsley.
Hi everyone, my name's Olivia Acevedo.
I am a junior at Suffolk and I'm studying journalism as well.

And Nick.
Hi guys, I'm Nick Milano.
I'm a sophomore and I'm a broadcast journalism major.
Thank you guys for joining me.

And actually, so today's class is a class, Brian in connection to your intro.
that kinda cuts across many different disciplines.
And it's a class that could be very useful for anybody,
whether you're in the business school or the College of Arts & Sciences.
because we are all involved in conflict.
Conflict is all around us.
Gaining good communication skills are very good.
And once we understand conflict,
gaining some good mediation skills could be very helpful.
So in a relatively short session that we have today,
we are going to start by describing popular attitudes and myths about conflict.
We'll define conflict and we're also identify some effective conflict management
and skills that I'm hoping you guys can use even today
when you go home or in the next conflict that you're,
I'm sure you will encounter.
So the first thing I wanna ask a student
and it's the student there are joining me here on screen
but also you guys at home.
I want you to try to think about
what words come to mind when you think about conflict.
And let's just all take a minute
and just write them down.
What words pop into your mind when you hear,
you think about conflict.
When you hear the word conflict.
Just anything that come to mind.
Are we sharing now?
No, just write them down for, no, it's okay.
Just writing them down for a minute
and I want you to look at these words,
look at the words on your page
and Brian we can pose the first question.
I'll ask you to share in a minute.
04:45 But the first question is just to kind of test the pulse
04:48 that your instinct, when you hear it.
04:52 Look at these words
04:53 and get in touch with your thoughts.
04:55 Are the words mostly positive,
04:59 are they're mostly negative or they're neutral?
05:09 Okay, so we have 50/50.
05:11 We have a very evolved crowd today
05:15 that that's a little bit unusual.
05:18 So usually when I'm asking students to think about that
05:24 I get mostly negative.
05:27 I get words that are clash, fight, contradicts, collision.
05:32 I'm interested a little bit to hear from you guys.
05:35 What words did you have?
05:41 - I said messy, uncomfortable and stressful.
05:47 - Okay, messy is a really good one
05:50 because it will kind of explain why we sometimes
05:53 we just wanna, you know, push it aside
05:56 not to deal with it.
05:57 Stressful, yes, 'cause often we just don't know
06:01 what to do with that, wat else?
06:04 Sarah?
06:06 - I kinda took a different approach
06:07 but I said mates, family, parents, siblings, et cetera
06:11 - Okay, so you're going to the actor.
06:14 So who are the people that we're fighting with?
06:16 Absolutely, and it kind of indicates
06:19 that it's happening all around you,
06:20 so it could be your parents, your sibling.
06:22 I'm sure it is, not it could be.
06:24 Olivia?
06:27 - The first thing I thought it was just
06:29 like frustration and maybe even like complicated.
06:35 - Okay, so it's definitely not simple.
06:37 That's absolutely, and sometimes our frustration rises
06:40 because we just don't wanna,
06:42 we don't know what to do with it, how to handle it.
06:45 So thinking about it normally,
06:48 just so you know 'cause I've, you know,
06:50 taught this class several times
06:51 and I, giving these lectures from time to time.
06:54 Normally, most we get like all negative
06:58 at the very beginning
06:59 that people have very strong negative feelings
07:02 about conflict.
07:03 And the question is why?
07:05 Why is it that we, most of us have, you know,
07:10 and even if it's not totally negative
07:12 the words are kind of implying
07:15 that you're feeling are comfortable,
07:16 that you're feeling stressed, that you're frustrated.
07:20 And to me as a communication scholar
07:23 I'm interested in understanding this.
07:26 And mostly this indicates that there is a wide,
you know, known or accepted myth
And because I'm interested in pop culture and communication
I understand in what is it that,
what are the messages that we're getting?
So I wanna ask you to share a little bit,
what are some myths that you know
or that are prevalent in society about conflict?
What kind of myths are out there?
What do you think when you think?
When you think about pop culture,
movies, TV shows, all this stuff you watch it on Netflix
during the pandemic,
what are some of the prevalent myths about conflict?
That conflict is what?
- Yes, Nick.
- When I think of pop culture
and like television in relation to conflict
I think it's a myth that conflict always works out
and resolves itself.
- Oh, that we always resolve it, right?
That could be one of them, right?
Think about every romantic comedy.
It has to have a conflict.
We need to resolve it neatly, right?
There is a neat resolution at the end
and we're falling in love.
And after that, it's all great.
What else?
Yes, Ainsley.
- That it's linear
'cause it will follow the same path.
- Right, so there is a, you know,
something happened, a clash, we resolve it, all good, right?
It's a kind of a linear.
Exactly, and it's, couldn't be further
from the truth actually.
And I'm sure you all know it
because you've been involved in conflict.
 Anything else?
I mean, mostly the sense that it's inherently bad, right?
That conflict is not something that we desire.
So that conflict, that harmony is normal
but conflict is abnormal
which is why we always wanna get to that point, right?
That conflicts are communication breakdowns.
They destroy relationship, right?
Maybe a productive work team, don't,
productive work teams don't have conflicts.
That may be the best way to resolve the conflict
is to compromise, right?
And even that you may be surprised
not exactly the way, right?
When we'll talk about mediation skills
10:14 we will look at win-win negotiations.
10:17 What are some ways in which we can do it?
10:19 And I'm not saying that compromise isn't used
10:21 but it's not the only way, you know,
10:23 and maybe that we need to shy away
10:24 from exposing kids to conflict.
10:26 So if kids don't see their parents fight
10:31 they're not gonna be affected by conflict,
10:33 which again couldn't be further from the truth.
10:36 And I'm sure you know it from personal experience, right?
10:42 So why do you think we should better understand conflict?
10:53 Yes, Dai.
10:55 - Oh, for me, I guess going through conflict
10:58 deepens understanding between different parties,
11:02 for example, like I play sports and, you know,
11:07 you might fight with your teammates from time to time
11:09 but that also builds your understanding with each other
11:12 once you overcome that conflict.
11:13 - Exactly, so maybe changing our attitudes about conflict
11:18 because when conflict is misunderstood
11:20 you're likely not gonna gain the skills
11:22 to deal with it properly, right?
11:25 And I like, I rather the words, conflict management
11:28 and not necessarily conflict resolution
11:31 'cause in real life, sometimes it stays messy
11:34 and there isn't kind of a neat resolution,
11:36 but you're absolutely right.
11:38 So changing your attitude about it
11:41 you would make you better able to handle it
11:45 and to get the gains from it
11:47 'cause it's not just that.
11:49 Anything else?
11:51 Yeah, Sarah.
11:52 - I would say to navigate relationships
11:54 'cause recently I've been having like family conflicts
11:55 but in the end, like it's just
11:56 because we love and care about each other.
11:58 - Yes, so you felt it on a personal level
12:01 that it could help you grow.
12:03 It actually can help you grow the relationship.
12:06 And when you think about it
12:07 a conflict on the societal level,
12:09 I mean, think about all the massive conflicts
12:12 that we are, that just happened around us all the time.
12:15 Just now more demonstrations
12:19 and protests erupted in Minnesota, right?
12:23 Images of black lives matters, me too,
12:26 all these other topics.
12:29 So that will get us to think about conflict
12:32 as actually relationship builder
12:35 and not necessarily a destroyer, okay?
12:38 So, and research actually show that entirely harmonious
12:42 or conflict free society cannot exist
12:46 precisely because it wouldn't be able to change and grow.
Again, so think about all the role that conflict plays in the interpersonal level and also in, on the societal level and the global level.

So I wanna share with you a few images and I want you to think about the conflict or the conflict management or resolution represented in the following images.

Some might be familiar to you and some might not be so familiar.

So we have the march in Selma, Alabama, Bloody Sunday.

Another image, pretty violence. That's the '79 Egypt Israel Peace Treaty, which happened after years of bloody wars between Israel and Egypt.

This is a very iconic image from the AIDS activists, gay activists protesting in this particular one in front of the stock exchange market in New York, the high cost of AIDS drugs.

And it kind of symbolizes the culmination of some violence, even conflict between them and the government. Dr. Fauci played a big role here. And I'll talk about him in a minute.

This is a more recent one from Boston, June 4th after the George Floyd murder.

So thinking about these images, what we see is actually in all of these moments of conflict and even bloody conflict that they ended up leading to a big social change. And if I think the example that you're at least, probably least familiar with which was gay activist, protesting against what the government was doing with approving medicines and approving experimental medicine.

Actually, the fact that we now have an emergency use of vaccine is because of this conflict. So we should also think about, sometimes conflict that's involving smaller groups that may seem at the beginning like what does that have to do with us?

They, conflict resolution or the change that it brings about it's affecting everybody in society. So now I want to ask you to think about the conflict, like what Sarah just mentioned and anything else that you might be involved in and let's pose the second question, Brian.

Who are you involved in a conflict right now? Is it a family member or not just right now, just a recent conflict, a family member, friend, is it somebody at work?

Is it somebody at school?
16:01 Friends, family.
16:08 Okay, maybe work is not,
16:13 people are not,
16:17 okay that's not surprising.
16:18 Half of you with friends and half of you,
16:20 oh, more of you, okay, 67% of you with friends
16:24 and only 33% with family.
16:27 I'm actually surprised about that.
16:29 If not for the fact that we were cooped up
16:32 and we are now like the frontline of all battlefields
16:36 is the family probably for,
16:39 so what do you think, why conflicts with family and friends?
16:46 Why friends are, yeah, Olivia
16:50 - I feel like that's usually just who you're not closer with
16:54 but arguably like this is,
16:56 like these are the types of people that you see the most of.
16:58 So you're with these people so often.
17:01 Obviously, not everything's gonna go smooth
17:04 for as long as you know these people,
17:05 you're in contact with these people.
17:07 So conflict may arise from time to time.
17:10 - Right, exactly.
17:11 So this is kind of telling us the connecting threads
17:15 or why answering the question of why are we in conflict?
17:18 And obviously you'd be in conflict
17:20 with people that you share stuff with, right?
17:23 So you could be sharing a space,
17:24 you can be sharing a workspace,
17:26 you could be sharing resources, right?
17:28 And all these would lead us to think about
17:30 the different questions.
17:32 Like who are we in conflict with?
17:34 Why are we engaged in conflict?
17:36 Can conflict be avoided?
17:38 How can we move past conflict and so on?
17:43 So considering the different levels
17:46 and again, pay attention to the different levels of conflict
17:49 because it could be interpersonal
17:51 but it could also be a society as we've seen in the,
17:55 or something international.
17:57 So considering your experience with conflict
18:01 on different levels maybe,
18:04 how would you define conflict?
18:05 And I would want you to write it down.
18:08 Let's take a minute to do that.
18:10 How would you define conflict?
18:12 What is it?
18:32 What is it?
18:33 It's always really important for us
18:35 to define the concepts that we are talking about
18:38 'cause sometimes we're so in it that we forget,
18:41 you know, it becomes not necessarily crystal clear
18:46 what is it that we're talking about?
18:56 Can anyone share what they have?
18:58 What are some of the,
19:00 you would think would go into this definition?
19:02 Ainsley.
19:04 - I decided that it was a disagreement
19:07 of sort of any scale between two or more parties.
19:12 - Okay, so disagreement, it could be about things.
19:14 It could be about ideas, right?
19:16 Sometimes we're in conflict about different ideologies,
19:19 different, yeah, Nick.
19:23 - So I started off like same way as Ainsley.
19:25 I said conflict or disagreement or obstacle
19:27 between two or more people that requires
19:29 some sort of compromise or solution.
19:32 - Okay, so you were saying some of the reasons
19:35 for the conflict
19:36 but also the in implies that we need to work it out, right?
19:39 Even if we kind of shy away from thinking
19:41 that there would not necessarily be a neat resolution
19:44 but if we wanna co-exist we need to think about
19:48 some plan of how to do that, right?
19:50 'cause look what's happening in Congress.
19:52 When we can get past the gridlock
19:55 we are not achieving anything, right?
19:57 Everything is a stand still.
20:00 Anyone else wanted to share.
20:02 All right, let's look at the textbook definition.
20:06 So it involves a perceived or real
20:08 incompatibilities of goals, values, expectations,
20:13 processes, or outcomes
20:15 between two or more independent individuals or group, okay?
20:19 So it can be two people, two roommates
20:22 or it could be four people if we have four rooms, right?
20:25 It could be a bunch of friends.
20:28 And again, think about the reason
20:30 something is not working well.
20:33 We are in disagreement about an idea.
20:35 It could be whose turn was it to do the dishes.
20:38 And it could be, you know,
20:39 how you feel about gun control or abortion, okay?
20:44 But we would still have to co-exist on a personal space,
20:48 again, on the communal space
20:50 whether we would be our apartment or our state.
20:54 And it can happen all around us, around the world
20:57 and on all different levels.
20:59 So the interpersonal, the intercultural,
21:02 societal, political, and of course international.
21:06 So one of the things that I'm going to get to right now
21:09 that we will try to do is think about
21:12 one of the ways in which we can handle conflict
21:15 which is using a mediation skills.
21:18 So we're gonna talk about a little
21:20 before we get to our little scenario
21:22 that I will try to make turn you into mediators instantly.
21:27 So I wanna ask you,
21:28 before we get to the definition of mediation,
21:33 have you ever experienced a mediation
21:37 using some kind of a third party?
21:40 And if yes, who was that third party?
21:43 Was it a parent?
21:44 Was it a teacher?
21:46 Was it a friend, a peer, a boss?
21:50 And it could be that you were the mediator
21:52 or that you're, okay, teachers,
21:56 friends, that's good.
22:00 Nobody experienced it with parents?
22:01 Nobody's going to mom or dad
22:04 when there is a fight between siblings?
22:09 Okay, so most people, that's interesting.
22:14 Most of you experienced it with friends.
22:18 Can anybody share an example if any of you that wrote this?
22:24 Is it something that you've, oh, it's not you.
22:29 Okay, so that's interesting
22:32 'cause there are some school systems that invest in
22:35 and I would have liked to see that done more.
22:38 I would start to teach mediation skills in daycare even,
22:42 in kindergarten, definitely through elementary school
22:45 because I think that the more we do that
22:48 the better it would be for us as a society.
22:55 So when I say the word mediation
22:57 sometimes it's misunderstood.
22:59 And people think that they're,
23:01 that we're talking about arbitration,
23:02 that the media comes in and says,
23:05 "You're right, you're wrong.
23:07 Here's what you need to do."
23:08 So that's not necessarily the case.
23:11 There are different types of mediation.
23:12 But when I speak about mediation
23:14 and the mediation that I teach
23:17 is really teaching communication skills.
23:19 So I'll quickly share the definition with you.
23:22 It's a process in which a neutral party
23:25 facilitates the communication between disputing parties
23:31 and basically helping them to speak.
23:34 So a mediator in another word
23:36 is a facilitator of communication.
23:41 So what happens many times
23:43 is that we are in disagreement because of all the reasons
23:46 that you guys mentioned,
23:48 is that we just don't know what to do.
23:50 We're angry, we're upset, we're frustrated.
23:53 We don't have the language.
23:54 No one's hearing what the other person is saying.
23:57 And that's why we can't communicate.
23:59 And many times when a third party is helping us just speak
24:03 we hear things differently
24:05 when they're repeated by the third party.
24:08 So I wanna kinda jump right into this scenario
24:12 and see if we can help you think a little bit about
24:15 what we can do here in this scenario.
24:19 So that's a scenario from the Bible of mediation,
24:24 which is, I'll show you in a minute,
24:27 this book "Getting To Yes".
24:29 So consider this scenario.
24:31 I'm sure many of you will live with roommates.
24:34 Two roommates needs the, coming to the kitchen.
24:38 They both want the last orange.
24:40 They kind of lost track of who paid for it.
24:43 And they started to argue.
24:45 I got it, I bought it, no it's me, no, it's you.
24:48 The third roommate comes into the kitchen
24:50 and she doesn't wanna be in a room
24:54 where two people are fighting before breakfast, right?
24:57 So what can she do?
24:59 What can this third roommate do
25:02 to help the two disputing party?
25:04 What do you think would be a fair solution?
25:07 How can we help them think about a fair solution?
25:10 And Brian, you can share that poll with us.
25:14 Should we help them figure out who paid for the orange?
25:20 Should we cut it in half?
25:22 Then they each get half, right?
25:25 Or since they're arguing and kind of making it unpleasant
25:29 no one gets the orange.
25:30 What do you think would be a fair way?
25:33 Cut the orange in half.
25:34 Okay, that's 100% of participants thinking that.
25:38 Why did you think that?
25:42 Everybody, yeah, why cut in half?
25:48 Oh, some people who paid for it, let's figure out,
25:51 oh, that's a split, 50/50, that's interesting.
25:54 So you think it would be the fairest, fair way to go
25:59 to either cut it in half or figure out who paid for it
26:03 and that's the rightful owner of this orange, right?
26:08 Okay, why do you think that cutting it in half
26:10 is a good solution?
26:13 Nick.
26:21 - Just the easiest way to solve a very, very minor problem.
26:27 - Okay, and we have another, Nick, I'm sorry.
26:29 One of the panelists, Nick said
26:31 it's a simple, it's the simplest solution.
26:35 Okay, but not very adult-ish.
26:37 Okay, so let's try, Nick's listening to us at home.
26:41 And my students here,
26:43 let's try to think about a different way
26:45 because I understand the urge to say,
26:48 okay, either 50/50 or are we just gonna figure out
26:51 who paid for it and that person.
26:54 So let me introduce you before we get to this specific topic
26:59 about just a few principles of mediation
27:02 that would help you think about it in different ways, okay?
27:07 So the four principles that I'm gonna introduce you,
27:10 again, this is kind of cutting it
27:13 into a little kind of a snapshot
27:16 of what the course is about.
27:19 Trying to focus on interest versus position.
27:22 So now I'm introducing you to new concepts.
27:24 When we decide, when we're in a conflict
27:28 there is what we want
27:29 and there is the reason of why we want it, okay?
27:32 So there is a position and an interest.
27:35 Then we wanna try to separate the people from the problem.
27:40 We also wanna always try to focus on
27:42 what we still have in common, right?
27:45 Because we often are in fights with people
27:47 we have a long relationship,
27:50 whether it be a working relationship, friendship
27:53 or a family relationship.
27:55 And we wanna try to paraphrase the statement
27:58 which is what a good mediator would do
28:00 to bring about a more positive atmosphere.
28:03 So we are not so stressed about the normal way
28:07 in which we, you know, when we have to confront conflict.
28:11 So let's think for a minute about our orange story.
28:17 Can anybody tell me how it will relate to an interest
28:21 versus position?
28:22 What's the difference between interest and position?
28:25 Yeah, Dai.
28:27 - Oh, I was, for interest, I was thinking more about what,
28:30 why they want the orange.
28:32 - Okay, so what's their position?
28:36 - That they both want the orange.
28:37 - Okay, so roommate number one says,
28:39 "I want the orange," roommate number two say,
28:42 "I want the orange," right?
28:43 So they both want it.
28:46 What is their position?
28:48 What, sorry, what is their interest then?
28:50 What is the reason?
28:54 We don't know yet, right?
28:56 So that's what we're going to do in mediation.
28:59 And let's see, why is that a good thing to ask them
29:03 what is it that they want?
29:05 So I will reveal to you say when this mediation took place
29:09 when the two roommates were asked
29:12 why do you want the orange?
29:15 Roommate number one said,
29:18 "I need, I wanna bake my family's, you know,
29:22 cake, breakfast cake recipe
29:24 and I need the orange peel."
29:26 And the other roommate said,
29:28 "Well, I need to drink a lot of vitamin C.
29:31 And the doctor told me to drink orange juice
29:34 with my vitamins in the morning, okay?
29:37 And that's why I want the orange."
29:39 So what did we discover here?
With that simple question, Ainsley?

They each wanted a different part of the orange so they can both have it.

Exactly, so we don't necessarily need to compromise just by having a conversation.

And again, it may seem like a simple question that's just a little silly exercise,

but I wanted you to know that this very principle thinking about positions versus interests is something that guides mediation on the societal level and on international level.

And it's actually what guided, it's, the case study that help lead the, negotiators and mediators to the peace agreement between Israel and Egypt.

And the big mediator back then was President Jimmy Carter, okay?

So what happened when negotiations started both positions were incompatible, why?

Because both the Egyptians wanted all of the Sinai back, right?

Which Israel occupied in '67 but Israel wanted, didn't wanna give it all back because it said, I want some parts of it, very important for my security.

So this is an incompatible position.

And I mean, this is not like an orange that it was one question.

It took a long time of going back and forth and different teams working on this.

But essentially what they did is trying to get the parties to look at their interests rather than their positions.

And what did this lead to?

It leads Israel to agree to return all of Sinai but to demilitarize large parts of it.

Because the reason why they wanted to keep that part was for security reasons and Egypt gained, which gained the actual sovereignty for all of this, except for the part that was demilitarize could live with that.

So basically Israel said yes to Egyptian flags, no to Egyptian tanks.

And both sides could live with that, okay?

So, and again, this is something that I see how it was used in the little bit of the orange story but also in the big story.

When I'm asking people and when I'm trying to talk to them, asking them why are you holding your position is trying to get me to see that maybe we can reach an agreement about something that we actually both want.
because in the end both parties didn't want war anymore,
which is why this whole move started to begin with, okay?
So it's building on this principle
then, you know, if it's roommates,
we want a quiet house, right?
So let's see for a minute
about the other principal.
So, and this is stuff that you can take with you home
if you're dealing with, you know,
currently dealing with a conflict with a friend
or with a family member,
try to focus on the problem and not the person, okay?
So don't generalize focus on the current problem.
Don't say, don't use statements like, as
you never do this, you never do the dishes.
You never, because, it's, you know,
sometimes it's a feeling that we have
but it's rarely the case.
Try to make it about the problem and not the person
because what happens when we make it about the person,
anybody?
Yeah, Dai.
- You might feel offended or take it personally.
- We all, and we all do that, okay?
- We all tend to get very defensive
- if we feel that our integrity is at stake, okay?
- So if I'm telling somebody, you're such a liar
I turned them off right away, okay?
So instead I wanna maybe phrase sentences with,
you know, I wanna make sure that I understand you
and please correct me if I'm wrong,
did you, whatever that may be, okay?
Another, try to focus on what you guys have in common.
So if it's in divorce, the kids, right?
We still all care about the kids.
If it's friends, which is,
I learned about you guys are maybe involved
in some conflicts with friends.
So maybe we still care about the friendship.
We definitely still care about mutual friends
about our group.
And we wanna still get back together about our memories.
You know, many times we have a shared history
that it's better if we get over the current problem
that we have and we still in principle
really like each other.
If it's a room, if it's between roommates
we want a quiet house, a peaceful house.
Try to include positive and respectful statement
when you're talking to this person.
So say things like, you know, you are very important to me
but I'm deeply hurt, I was deeply hurt by something you said
or something you did,
34:51 or I love you but when you say X,
34:54 it makes me feel disrespected.
34:56 So that's a difference between saying
34:58 you're being disrespectful.
35:00 I felt that because of what you said.
35:04 And try to use clear language when you're talking about
35:07 what is it that you need, okay?
35:10 So what I need from you is X.
35:13 I want your support.
35:14 I can't do this alone.
35:16 These are the kind of statements that will help you
35:19 move the conversation forward.
35:24 And the other important part is to convey active listening
35:29 and to generate empathy.
35:31 This is really important.
35:32 So why do you think empathy is so important?
35:37 Why empathy?
35:42 Yes, Olivia
35:44 - Because depending on the situation
35:46 at times, it can get blown out of proportion
35:48 and you don't wanna make anything worse
35:50 than it really has to be.
35:51 So you kinda wanna, as difficult as maybe
35:55 try and stay calm and collected
35:57 because things can always get worse if it escalates.
36:01 - Yeah, they could escalate, what else?
36:07 Yes, Ainsley?
36:09 - Kind of going back to kindergarten motto
36:11 like treat others the way you wanna be treated
36:13 because if you were in the same situation
36:15 like how would you want others to deal with it to you?
36:18 - Exactly, and again, it sounds like a simple principle
36:22 but we need to employ this on, you know,
36:24 societal level and on the international level
36:26 because we all know that we all make mistake.
36:29 And then when we get upset, sometimes we say the wrong thing
36:32 and we tend to want people to forgive us, right?
36:35 When we do that.
36:36 But we're not very forgiving
36:37 when we are the other party, okay?
36:39 So trying to generate that empathy
36:42 is another important thing that you do in mediation.
36:44 And that's actually exactly what happened with Dr. Fauci
36:49 when he was involved in, as a government representative.
36:54 He could all of a sudden think about
36:56 what he had in common with gay activists.
36:58 Many of them were from Queens, which is where he's from.
37:01 And he one day just said,
37:03 "Okay, instead of arresting them again
37:05 I wanna invite them and I wanna talk."
37:07 And when he started to talk to them, he realized,
37:10 hey, if I were in their position and I were dying
37:14 and people were starting to do all kinds of experiments
37:17 instead of trying to accommodate my situation
and understanding that I have no choice
that I wanna use experimental drugs
then he understood that if he were in their position
that he would want to have more empathy from the government.
And again, changing these rules
and changing these laws about
how we deal with experimental drugs
is why we have the vaccine today.
And he actually said it in a recent interview,
just I think about a month ago.
So we all benefited from his fantastic mediation skills.

So in conclusion,
I hope that you are able to see
that conflict can help us change and grow.
Some conflicts are motivated by a desire
to bring about social change.
And conflict is how we negotiate our identities.
That's what many marginalized groups do
in order to force the conversation
when they're being silenced for so long.
And we can see it in all the examples,
the images that we saw in other examples
that come to mind.
And that confrontation is often used a strategy
to highlight the injustice of the present system
and to kind of force society to deal with the problem
that many times if you were in the mainstream
it's easy for you to ignore.
It's easy for you to think, you know,
it doesn't involve me.
So now that we've to this point,
I wanna end by asking you again,
the question that we started with to see
if our little discussion right now
changed your mind about, oh, wow.
Okay, so 50 remain and we have 50 people,
okay, not so fast.
Okay, that's also an achievement
about 1/3 of you are now thinking about
conflict in positive terms.
1/3 of you are still,
and it could be that it takes a little bit of time
for you to, and again and please don't think that even,
you know, I am, I worked as a professional mediator
in small claims court
and I still do mediation with family members and friends
that are asking me,
and many times, you know, I still find my first instinct
when I come across that is that unpleasant feeling
that we started with because it's so kind of engraved in us
that some of this is, you know,
it's just natural kind of aversion to,
now I have to deal
40:16 or wait, now I have to deal with that.
40:19 So embrace it.
40:21 And hopefully with, you know, with more mediation skills
40:24 and more understanding we,
40:26 we'll be able to manage conflict better.
40:30 So I don't know, Brian, if we have any,
40:33 I didn't look at the chat,
40:34 if we have any questions that are posted right now.
40:40 - Yeah, so we do, we have a little bit of time left.
40:42 So if there are any questions, feel free to submit them
40:46 through the chat function, or you can submit them
40:47 through the Q and A function that's also on your toolbar.
40:51 And if you have any questions,
40:52 we can take a little bit of time to answer them
40:54 before we conclude the session for today.
40:56 - Yeah, and they could be about the major
40:59 if there's a question to any of the panelists,
41:02 any of our students about the journalism major,
41:05 I will just note that the book that I mentioned
41:07 "Getting To Yes."
41:09 It's a really great little manual
41:11 that will give you some great skills,
41:14 basically going over some of the points
41:17 that I've mentioned here
41:18 and giving you some exercises
41:21 on how to paraphrase statement,
41:24 how to rephrase statements
41:26 so that you can move the conversation forward
41:31 or that you're able to have a pleasant conversation
41:35 with a person that you're in conflict with
41:37 rather than just shouting at one another.
41:40 And maybe, you know, before you know it
41:42 you would be the go-to person
41:45 for mediating among your friends or your family.
41:49 Oh, we do have something, Brian.
41:53 - No, but I was just dropping some email contacts
41:55 in the chat.
41:57 But so it doesn't look like there aren't any questions
42:00 but if anyone thinks of stuff after this ends, I did,
42:04 oh, we do have one.
42:06 So we do have one question from a student who's asking,
42:09 what are some of the assignments
42:10 that may be given to students?
42:11 So I'm thinking this is kind of for your class Shoshana,
42:14 what are the types of assignments
42:15 that you would give your students
42:17 when they're involved in this conflict class?
42:19 - Okay, so in this class,
42:21 so some of the assignments will be to,
42:26 try to, I will give you scenarios of conflict
42:30 and I will ask you to analyze it.
42:33 So we look at different scenarios
42:35 and I'm asking you, you know, what could they have done?
42:38 What kind of questions you would suggest
42:42 if you were the mediators.
42:43 Other scenarios are coming with a transcript
42:46 of the mediation.
42:48 So we'll ask you, you know, what was the breakthrough?
42:51 What was some of the questions
42:53 or the moment where the mediator paraphrased something
42:57 that kind of clicked to both the disputant about,
43:01 you know, what they have in common.
43:03 Because in this kind of sessions
43:06 what you learn is again, just to help people talk.
43:10 So you're not suggesting solution, you're wanted to create,
43:14 to foster a productive enough conversation
43:17 so that they come up with a solutions by themselves.
43:20 And they put, and of course what we do in class,
43:23 this wasn't the question.
43:24 But just so you understand,
43:26 we do scenarios and role play in class
43:28 where some people play the disputant,
43:30 you get a little script and you would be the roommate
43:33 or the friend or whatever we play.
43:36 And usually we have two mediators
43:39 and we have one observer and then we analyze it.
43:43 So you get to practice a bunch of this.
43:50 Any comments from my panelists here?
43:54 Students?
43:57 All right.
43:58 - All right. - So, yeah.
43:59 - Well, I just want to say, oh, I think we have-
44:03 - One more.
44:04 - Yeah, we have one quick question we'll do.
44:05 And this question is how does this course
44:07 impact the major?
44:09 - Oh, okay, so it's not as so much, I think that
44:14 probably that student means that in what major.
44:16 So it's included in the curriculum of a global
44:19 and cultural communication
44:21 because many students
44:22 will seek employment in nonprofit,
44:28 in social justice organizations.
44:30 And this is good in understanding
44:32 to help student understand both conflict,
44:35 the nature of conflict and conflict management skills.
44:40 So it's a required class
44:42 in the global and cultural communication
44:44 but many other students take it for, just as an elective.
44:49 - Awesome, well, that does include all the time we have
44:53 for questions for today.
44:54 So I do wanna extend a huge thank you to Shoshana
44:57 for facilitating this great class.
44:59 And a big thank you to her students as well for joining us.
45:02 This is definitely a really great class about,
45:05 learning about conflict
45:06 and how there can be some positive effects
45:09 that come out of our conflicts.
And I also wanna give a big plug as well to our Facebook group for admitted students as well. So if you have not already joined that please make sure that you do. I've put my email as well as a general admissions email in the chat too. So if you have any questions please feel free to contact us. If you have any questions for Shoshana or you, questions relating to this class and you kinda wanna keep the conversation going send an email to me, I can definitely make sure Shoshana get that. And also keep a lookout on the admitted students page for other events that we have going on. So again, thank you to everyone who has participated today. And with that, I'm gonna conclude the session for this afternoon and enjoy the rest of your day, everyone. Thank you.

- Thank you, bye.