

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.

02:09 - Hi everyone, my name is Dai Podziewski.  
02:11 I'm a broadcast journalism major.  
02:14 - Sarah.  
02:16 - [Sarah] I'm Sarah, I'm a junior at Suffolk  
02:18 I'm a print journalism major.  
02:20 - Olivia.  
02:22 - Hi everyone, my name's Olivia Acevedo.  
02:25 I am a junior at Suffolk  
02:26 and I'm studying journalism as well.  
02:28 - Ainsley.  
02:30 - Hi, I'm Ainsley, I'm a senior at Suffolk.  
02:32 I am majoring in print, web journalism  
02:35 and minoring in environmental studies.  
02:38 - And Nick.  
02:40 - Hi guys, I'm Nick Milano.  
02:41 I'm a sophomore and I'm a broadcast journalism major.  
02:45 - Thank you guys for joining me.  
02:47 And actually, so today's class is a class,  
02:50 Brian in connection to your intro  
02:52 that kinda cuts across many different disciplines.  
02:55 And it's a class that could be very useful for anybody,  
02:59 whether you're in the business school  
03:01 or the College of Arts & Sciences  
03:04 because we are all involved in conflict.  
03:06 Conflict is all around us.  
03:09 Gaining good communication skills are very good.  
03:12 And once we understand conflict  
03:14 gaining some good mediation skills could be very helpful.  
03:18 So in a relatively short session that we have today  
03:22 we are going to start  
03:23 by describing popular attitudes and myths about conflict.  
03:29 We'll define conflict  
03:31 and we're also identify some effective conflict management  
03:35 and skills that I'm hoping you guys can use even today  
03:40 when you go home or in the next conflict that you're,  
03:44 I'm sure you will encounter.  
03:46 So the first thing I wanna ask a student  
03:49 and it's the student there are joining me here on screen  
03:52 but also you guys at home.  
03:53 I want you to try to think about  
03:56 what words come to mind when you think about conflict.  
04:00 And let's just all take a minute  
04:02 and just write them down.  
04:04 What words pop into your mind when you hear,  
04:07 you think about conflict.  
04:08 When you hear the word conflict.  
04:24 Just anything that come to mind.  
04:28 - Are we sharing now?  
04:29 - No, just write them down for, no, it's okay.  
04:32 Just writing them down for a minute  
04:36 and I want you to look at these words,  
04:39 look at the words on your page  
04:41 and Brian we can pose the first question.  
04:44 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,

07:30 you know, known or accepted myth  
07:35 that conflict is inherently bad.  
07:38 And because I'm interested in pop culture and communication  
07:42 I understand in what is it that,  
07:46 what are the messages that we're getting?  
07:48 So I wanna ask you to share a little bit,  
07:51 what are some myths that you know  
07:54 or that are prevalent in society about conflict?  
07:57 What kind of myths are out there?  
08:06 What do you think when you think?  
08:08 When you think about pop culture,  
08:13 movies, TV shows, all this stuff you watch it on Netflix  
08:18 during the pandemic,  
08:20 what are some of the prevalent myths about conflict?  
08:24 That conflict is what?  
08:29 - Yes, Nick.  
08:31 - When I think of pop culture  
08:33 and like television in relation to conflict  
08:35 I think it's a myth that conflict always works out  
08:39 and resolves itself.  
08:42 - Oh, that we always resolve it, right?  
08:43 That could be one of them, right?  
08:45 Think about every romantic comedy.  
08:47 It has to have a conflict.  
08:49 We need to resolve it neatly, right?  
08:51 There is a neat resolution at the end  
08:53 and we're falling in love.  
08:55 And after that, it's all great.  
08:57 What else?  
09:01 Yes, Ainsley.  
09:03 - That it's linear  
09:04 'cause it will follow the same path.  
09:08 - Right, so there is a, you know,  
09:09 something happened, a clash, we resolve it, all good, right?  
09:14 It's a kind of a linear.  
09:15 Exactly, and it's, couldn't be further  
09:17 from the truth actually.  
09:19 And I'm sure you all know it  
09:20 because you've been involved in conflict.  
09:22 Anything else?  
09:26 I mean, mostly the sense that it's inherently bad, right?  
09:31 That conflict is not something that we desire.  
09:34 So that conflict, that harmony is normal  
09:38 but conflict is abnormal  
09:39 which is why we always wanna get to that point, right?  
09:43 That conflicts are communication breakdowns.  
09:48 That they destroy relationship, right?  
09:53 Then maybe a productive work team, don't,  
09:56 productive work teams don't have conflicts.  
10:01 That may be the best way to resolve the conflict  
10:04 is to compromise, right?  
10:06 And even that you may be surprised  
10:08 not exactly the way, right?  
10:12 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.

12:51 Again, so think about all the role that conflict plays  
12:55 in the interpersonal level and also in,  
12:58 on the societal level and the global level.  
13:00 So I wanna share with you a few images  
13:03 and I want you to think about the conflict  
13:07 or the conflict management or resolution represented  
13:11 in the following images.  
13:12 Some might be familiar to you  
13:14 and some might not be so familiar.  
13:20 So we have the march in Selma, Alabama,  
13:26 Bloody Sunday.  
13:29 Another image, pretty violence.  
13:33 That's the '79 Egypt Israel Peace Treaty,  
13:38 which happened after years of bloody wars  
13:40 between Israel and Egypt.  
13:44 This is a very iconic image  
13:46 from the AIDS activists,  
13:51 gay activists protesting in this particular one  
13:55 in front of the stock exchange market in New York,  
13:58 the high cost of AIDS drugs.  
14:01 And it kind of symbolizes  
14:03 the culmination of some violence,  
14:07 even conflict between them and the government.  
14:10 Dr. Fauci played a big role here.  
14:13 And I'll talk about him in a minute.  
14:18 This is a more recent one from Boston, June 4th  
14:21 after the George Floyd murder.  
14:28 So thinking about these images,  
14:33 what we see is actually in all of these moments of conflict  
14:38 and even bloody conflict  
14:41 that they ended up leading to a big social change.  
14:45 And if I think the example that you're at least,  
14:47 probably least familiar with  
14:50 which was gay activist,  
14:53 protesting against what the government was doing  
14:56 with approving medicines  
14:59 and approving experimental medicine.  
15:01 Actually, the fact that we now have  
15:03 an emergency use of vaccine is because of this conflict.  
15:08 So we should also think about,  
15:11 sometimes conflict that's involving smaller groups  
15:14 that may seem at the beginning  
15:15 like what does that have to do with us?  
15:18 They, conflict resolution or the change that it brings about  
15:22 it's affecting everybody in society.  
15:26 So now I want to ask you to think about  
15:30 the conflict, like what Sarah just mentioned  
15:33 and anything else that you might be involved in  
15:38 and let's pose the second question, Brian.  
15:43 Who are you involved in a conflict right now?  
15:47 Is it a family member or not just right now,  
15:50 just a recent conflict, a family member, friend,  
15:54 is it somebody at work?  
15:56 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?

29:43 With that simple question, Ainsley?  
29:47 - They each wanted a different part of the orange  
29:50 so they can both have it.  
29:51 - Exactly, so we don't necessarily need to compromise  
29:55 just by having a conversation.  
29:57 And again, it may seem like a simple  
30:00 that's just a little silly exercise,  
30:02 but I wanted you to know  
30:04 that this very principle  
30:06 thinking about positions versus interests  
30:09 is something that guides mediation on the societal level  
30:14 and on international level.  
30:16 And it's actually what guided, it's, the case study  
30:21 that help lead the, negotiators and mediators  
30:27 to the peace agreement between Israel and Egypt.  
30:30 And the big mediator back then  
30:33 was President Jimmy Carter, okay?  
30:35 So what happened when negotiations started  
30:39 both positions were incompatible, why?  
30:42 Because both the Egyptians  
30:44 wanted all of the Sinai back, right?  
30:48 Which Israel occupied in '67  
30:51 but Israel wanted, didn't wanna give it all back  
30:54 because it said, I want some parts of it,  
30:57 very important for my security.  
31:00 So this is an incompatible position.  
31:02 And I mean, this is not like an orange  
31:03 that it was one question.  
31:05 It took a long time of going back and forth  
31:08 and different teams working on this.  
31:11 But essentially what they did  
31:14 is trying to get the parties to look at their interests  
31:18 rather than their positions.  
31:21 And what did this lead to?  
31:23 It leads Israel to agree to return all of Sinai  
31:28 but to demilitarize large parts of it.  
31:32 Because the reason why they wanted to keep that part  
31:35 was for security reasons  
31:37 and Egypt gained, which gained the actual sovereignty  
31:41 for all of this, except for the part  
31:44 that was demilitarize could live with that.  
31:47 So basically Israel said yes to Egyptian flags,  
31:52 no to Egyptian tanks  
31:54 and both sides could live with that, okay?  
31:58 So, and again, this is something that  
32:01 you see how it was used in the little bit  
32:03 of the orange story  
32:05 but also in the big story.  
32:08 When I'm asking people  
32:09 and when I'm trying to talk to them,  
32:11 asking them why are you holding your position  
32:14 is trying to get me to see  
32:17 that maybe we can reach an agreement about something  
32:22 that we actually both want

32:23 because in the end both parties  
32:26 didn't want war anymore,  
32:28 which is why this whole move started to begin with, okay?  
32:32 So it's building on this principle  
32:35 then, you know, if it's roommates,  
32:38 we want a quiet house, right?  
32:40 So let's see for a minute  
32:44 about the other principal.  
32:46 So, and this is stuff that you can take with you home  
32:49 if you're dealing with, you know,  
32:51 currently dealing with a conflict with a friend  
32:53 or with a family member,  
32:54 try to focus on the problem and not the person, okay?  
32:59 So don't generalize focus on the current problem.  
33:01 Don't say, don't use statements like, as  
33:04 you never do this, you never do the dishes.  
33:07 You never, because, it's, you know,  
33:09 sometimes it's a feeling that we have  
33:11 but it's rarely the case.  
33:13 Try to make it about the problem and not the person  
33:17 because what happens when we make it about the person,  
33:22 anybody?  
33:25 Yeah, Dai.  
33:28 - You might feel offended or take it personally.  
33:30 - We all, and we all do that, okay?  
33:32 We all tend to get very defensive  
33:35 if we feel that our integrity is at stake, okay?  
33:38 So if I'm telling somebody, you're such a liar  
33:41 I turned them off right away, okay?  
33:44 So instead I wanna maybe phrase sentences with,  
33:47 you know, I wanna make sure that I understand you  
33:50 and please correct me if I'm wrong,  
33:51 did you, whatever that may be, okay?  
33:55 Another, try to focus on what you guys have in common.  
34:00 So if it's in divorce, the kids, right?  
34:03 We still all care about the kids.  
34:05 If it's friends, which is,  
34:06 I learned about you guys are maybe involved  
34:09 in some conflicts with friends.  
34:11 So maybe we still care about the friendship.  
34:14 We definitely still care about mutual friends  
34:17 about our group.  
34:18 And we wanna still get back together about our memories.  
34:22 You know, many times we have a shared history  
34:25 that it's better if we get over the current problem  
34:28 that we have and we still in principle  
34:30 really like each other.  
34:31 If it's a room, if it's between roommates  
34:34 we want a quiet house, a peaceful house.  
34:38 Try to include positive and respectful statement  
34:41 when you're talking to this person.  
34:43 So say things like, you know, you are very important to me  
34:46 but I'm deeply hurt, I was deeply hurt by something you said  
34:50 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

37:20 and understanding that I have no choice  
37:23 that I wanna use experimental drugs  
37:26 then he understood that if he were in their position  
37:30 that he would want to have more empathy from the government.  
37:34 And again, changing these rules  
37:36 and changing these laws about  
37:38 how we deal with experimental drugs  
37:40 is why we have the vaccine today.  
37:42 And he actually said it in a recent interview,  
37:46 just I think about a month ago.  
37:51 So we all benefited from his fantastic mediation skills.  
37:58 So in conclusion,  
38:01 I hope that you are able to see  
38:02 that conflict can help us change and grow.  
38:07 Some conflicts are motivated by a desire  
38:09 to bring about social change.  
38:13 And conflict is how we negotiate our identities.  
38:17 That's what many marginalized groups do  
38:20 in order to force the conversation  
38:23 when they're being silenced for so long.  
38:25 And we can see it in all the examples,  
38:27 the images that we saw in other examples  
38:31 that come to mind.  
38:32 And that confrontation is often used a strategy  
38:36 to highlight the injustice of the present system  
38:40 and to kind of force society to deal with the problem  
38:44 that many times if you were in the mainstream  
38:47 it's easy for you to ignore.  
38:49 It's easy for you to think, you know,  
38:52 it doesn't involve me.  
38:55 So now that we've to this point,  
38:59 I wanna end by asking you again,  
39:02 the question that we started with to see  
39:07 if our little discussion right now  
39:12 changed your mind about, oh, wow.  
39:18 Okay, so 50 remain and we have 50 people,  
39:21 50% of the people that migrated to,  
39:25 okay, not so fast.  
39:29 Okay, that's also an achievement  
39:31 about 1/3 of you are now thinking about  
39:34 conflict in positive terms.  
39:36 1/3 of you are still,  
39:39 and it could be that it takes a little bit of time  
39:41 for you to, and again and please don't think that even,  
39:45 you know, I am, I worked as a professional mediator  
39:49 in small claims court  
39:50 and I still do mediation with family members and friends  
39:54 that are asking me,  
39:55 and many times, you know, I still find my first instinct  
40:00 when I come across that is that unpleasant feeling  
40:04 that we started with because it's so kind of engraved in us  
40:08 that some of this is, you know,  
40:10 it's just natural kind of aversion to,  
40:14 oh, 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.

45:12 And I also wanna give a big plug as well  
45:14 to our Facebook group for admitted students as well.  
45:17 So if you have not already joined that  
45:18 please make sure that you do.  
45:20 I've put my email as well as a general admissions email  
45:23 in the chat too.  
45:24 So if you have any questions  
45:26 please feel free to contact us.  
45:27 If you have any questions for Shoshana  
45:29 or you, questions relating to this class  
45:31 and you kinda wanna keep the conversation going  
45:34 send an email to me,  
45:35 I can definitely make sure Shoshana get that.  
45:37 And also keep a lookout on the admitted students page  
45:41 for other events that we have going on.  
45:43 So again, thank you to everyone who has participated today.  
45:47 And with that, I'm gonna conclude the session  
45:49 for this afternoon and enjoy the rest of your day, everyone.  
45:52 Thank you.  
45:53 - Thank you, bye.