



## *ProVisors Presentation: Communication, Conflict Resolution and Cultural Diversity*

*After spending over 35 years in the human resources profession honing my craft in the “art” of how to address and keep communication lines open between human beings, a very obvious phenomena has clearly emerged.*

*Over the last number of years it has become more and more evident that communication, our ability to express ourselves in verbal, visual and/or non-verbal form with other human beings is being redefined. If there is a potential conflict brewing and/or a misunderstanding has surfaced, it appears the safest and fastest way to respond is by text or emailing the other party. It’s not that this is a bad way of communicating, it just needs to be used in its proper context when there isn’t a potential or perceived issue.*

*In those situations when potential misunderstandings and/or issues begin to arise, so many times an early and short face to face conversation has allowed misunderstandings to be cleared up. If the conversation is only by text or email, by the third text or email, the real issue is buried and emotional levels are heightened to a pitch. Yes it’s easier to just text or email, but unfortunately text and email are, as we know, cold and clinical and usually can and will be taken out of context and/or just taken the wrong way and the flurry begins between the parties. Usually conversation stops between the parties, sides start being taken and you have a communication shutdown.*

*Another challenge occurs when someone inside doesn’t address the growing issue in its early stage. Addressing the issue later in its highly charged stage even with the best of intentions of getting the parties to resolve the communication challenge usually turns out worse. It’s not because the person trying to fix the issue can’t do it, it’s because usually they’re just too close to the issue, that’s all. To prevent the issue from getting worse, the best result is bringing in an outside neutral party who has the skill sets to open communication lines in a non-emotional way. An experienced outside neutral party will use one or more of the following; either individual counseling, coaching or conflict resolution. When allegations are raised an investigation may be initiated.*

*Since 2014 one of the areas I have focused on is how to help individuals and teams understand that yes, text and email are great tools and a time saving method of communicating today. In addition to fully be effective in the art of communicating is the added ability to communicate to other human beings on a physical one-on-one basis. It's not so much the actual communication but more the how we initiate and ensure communication lines stay both open and focused on getting to an equitable resolution. By focusing on the issue and not the person we ensure a better chance of working through to an equitable compromised solution.*

*On October 3, 2017 I had the honor of presenting on the topic of "Communication, Conflict Resolution and Cultural Diversity" to our ProVisors Walnut Creek II Group. I covered the basics of understanding how we communicate and respond the way we do and individual tools we can use to effectively open and maintain better lines of communication. In addition, how to effectively use conflict resolution tools combined with an understanding of the connectivity each of our individual cultural backgrounds contribute to individual, team and organizational success.*

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*Have questions, facing similar challenges? Let's connect.*