

Oct 15, 2020 WVAIC Presentation on Civility

Outline

Title: ***Breaking down barriers – practicing civility in difficult times***

1) **Breakout #1** (Random small groups in Zoom)– 5 minutes - **Audrey intro**

- Name
- Practice area(s)
- How long at Inns
- Which law school
- **Small group topic** We know it's been rough out there these days – COVID, Wildfires, Politics, BLM, Police protests, etc. Let's help each other get through this tough year. Share a good news story, favorite community response, or random acts of kindness with your small group.
- As a group, pick your favorite to share with the full Inn.

Joint session come back for 10 minutes – **Audrey facilitates**

- a. Groups report out on top feel good stories
- b. Audrey Introduces the theme of breakdown barriers within the concept of civility.
- c. Mention that the inspiration was a 1.5 hour CLE on access to justice by Liani Reeves

2) **Breakout #2:** Identify the communication barriers/drivers that lead to a breakdown in civility (**10 minutes**) – **Kathryn** introduces breakout and facilitates the group report out.

Questions Even in “ordinary” times professional communications can be challenging. What do you think are barriers to communication? How might these barriers lead to a breakdown in civility? How might these barriers be exacerbated by our current situation? How does this impact the practice of law?

Joint session (10 min)

- a. Report out by groups on barriers to communication / drivers of incivility
- b. Observe themes:
 - Generational, gender, COVID-19, political (state, presidential), current circumstances (Black Lives Matter), personal life challenges/family distress, etc.
- c. Compare report out to learning objectives and resource materials.

3) **Breakout #3** Ask groups to generate ideas on how people might work around barriers and breakdown the barriers to incivility? (10 minutes) – **Audrey** introduces breakout topic and facilitates the group report out.

Joint session (10 min)

- a. Report out
- b. Observe themes
- c. Compare to materials and learning objectives

Tiffany- (5 min)

- Point out resources and where to learn more about how we practice civility
- Link back to the Trauma Informed Care presentation we had in May 2020
- Connect to the goal and objectives of the Inns of Court
 - Breaking bread

Take-aways

- **Listening** Not just the words, but the tone; ask open ended questions;
- **Build in time**
 - To be sociable - start with an icebreaker to show interest and build your relationship; helps reduce or take the edge off of the conflict.
- **Preparation**
 - Prepare before you call – not just for the substantive issues, but any conflict you might anticipate
 - Do your part – by treating your mind and body right. Get rest, good diet, and exercise. You'll be in a better space
- **Approach –**
 - Exercise patience, compassion and grace
 - Redirection – when you need to keep lines of communication open
 - Set boundaries - If the communication is really going downhill – someone is getting aggressive or rude, draw your boundaries and let them know that when they're ready to be cordial you're ready to work with them.
- **Practice tips** – find ways to save each other time, show respect, and build trust
 - Discuss narrowing down issues – can you work together to agree on what's at issue
 - Saying – How can I help (this helps my client in the long run)
 - Organizing materials
 - Divvying up some of the work
 - Build in time – be prepared to give the discussion your attention
 - Be aware that your clients (or counsel on the other side) may be going through tremendous stressors -- This goes back to being patient and extending grace. If appropriate, check-in with an I feel like I might be missing or misunderstanding something . . . can you help me understand?
 - What do you do when it's a judge? Tips from judges?
- **Breaking bread** – get to know people and breakdown barriers --

Practical Tips Resources:

[Crucial Conversations: Tools for Talking When Stakes Are High, Second Edition](#), by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

Crucial Conversations is filled with practical advice you can start using today:

- *Prepare for high-stakes conversations*
- *Make it safe to talk about almost anything*
- *Transform unpleasant emotions into powerful dialogue*
- *Be persuasive, not abrasive*

Crucial Conversations gets you past the hard parts of dialogue and helps you achieve relationships that are real, productive, and that will enrich your life and career.

Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler are cofounders of VitalSmarts, an innovator in corporate training and organizational performance. Together they have developed award-winning training products based on more than thirty years of ongoing research...

[Difficult Conversations: How to Discuss What Matters Most, 10th Anniversary Edition](#) by Douglas Stone, Bruce Patton, Sheila Heen from the Harvard Law School, [Harvard Negotiation Project](#)

We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you Getting to Yes, Difficult Conversations provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to:

- * *Decipher the underlying structure of every difficult conversation*
- * *Start a conversation without defensiveness*
- * *Listen for the meaning of what is not said*
- * *Stay balanced in the face of attacks and accusations*
- * *Move from emotion to productive problem solving*

Douglas Stone, Bruce Patton, and Sheila Heen teach at Harvard Law School and the Harvard Negotiation Project. They have been consultants to businesspeople, governments, organizations, communities, and individuals around the world, and have written on negotiation and communication...

Quick hit resources

- [Difficult Conversations — 6 minute summary](#) by Alex Chen | Medium
- [The 7 Barriers to Digital Communication](#) » Community | GovLoop
- [3 Nonverbal Cues You Should Master](#) | Drexel Goodwin
- [12 Tips for Writing Effective Emails](#) | Drexel Goodwin

- [3 Tips for Communicating on Virtual Teams](#) | Drexel Goodwin

CLE Resources

- [Avocado Toast and “OK, Boomer!” How to Talk to Each Other and Leverage a Multi-Generational Profession](#) (On Demand), OSB CLE
- National [AIC Conversation on Civility](#)

Wildfire resources

[DisasterAssistance.gov](#), FEMA: [Oregon Wildfires and Straight-line Winds \(DR-4562\)](#)

[Mid-Valley Resources](#)

Chemeketa Community College [Wildfire Resources](#)

Oregon Trial Lawyers Association [2020 Fire Relief](#)

Other resources

[Breaking Down Barriers Between Educators and Families Through Technology](#) | Family & Community Engagement | Carnegie Corporation of New York

[Resources to understand America’s long history of injustice and inequality](#), by Washington Post Staff, The Washington Post, Oct. 9 2020. Topics include: History, Education, Protest and activism, Income inequality, Health, Politics, Policing and criminal justice, Culture

[Good News Network®](#)

Since 1997 . . . The website, with its archive of 21,000 positive news stories from around the globe, confirms what people already know—that good news itself is not in short supply; the broadcasting of it is. (About Us)

Breaking bread

https://en.wikipedia.org/wiki/Breaking_bread

[https://groupworksdeck.org/patterns/Breaking Bread Together](https://groupworksdeck.org/patterns/Breaking_Bread_Together)

<https://groupworksdeck.org/about>