



High Conflict Case Studies

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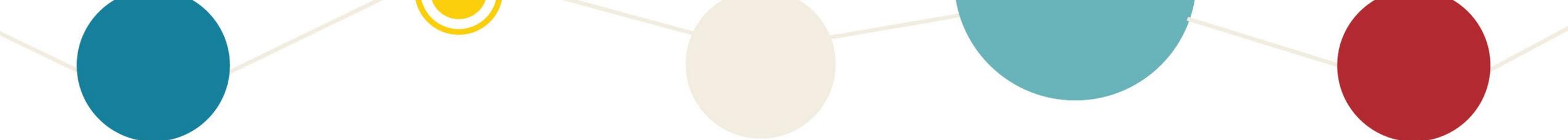


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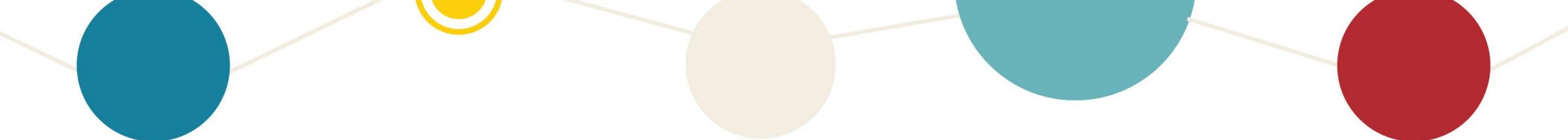
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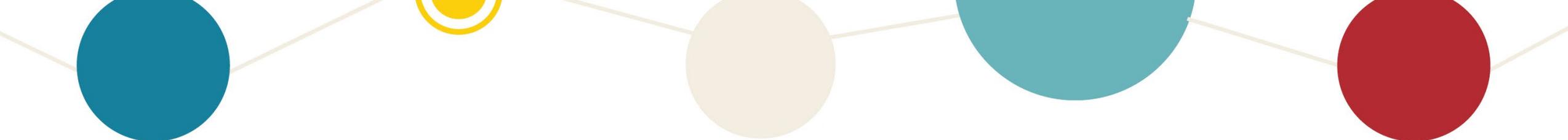
BHDP



Facilitator

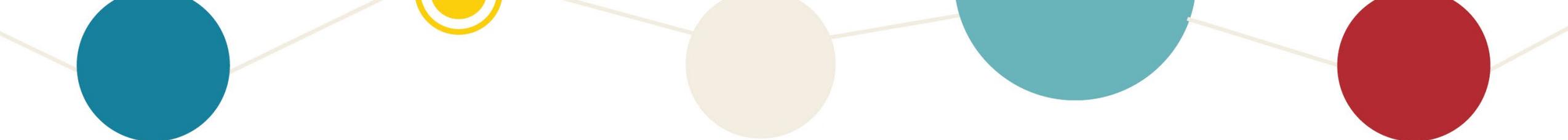
Kathleen Harring

President, Muhlenberg College (PA)



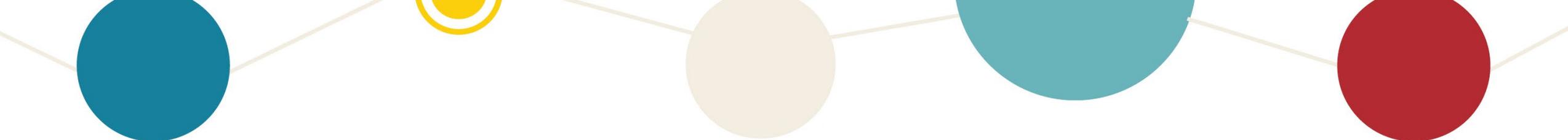
Case Study Reading Prompts

1. Identify any signature traits of high versus good conflict
2. Identify any of the four fire starters that lead to high conflict (humiliation, conflict entrepreneurs, corruption, and false binaries)



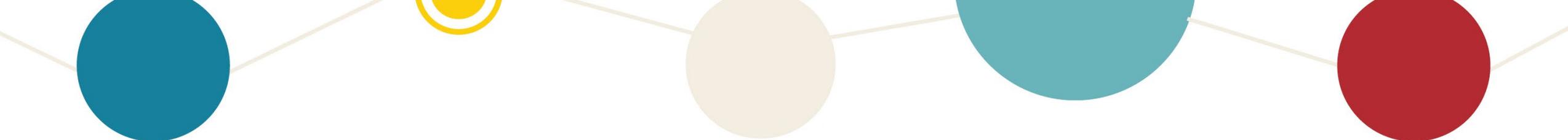
Q1 Investigate the Understory (10 min)

1. How would you uncover what is really bothering the principal antagonists?



Q2 Reduce the Binary & Marginalize the Firestarters (20 min - 15 discussion, 5 reporting out)

1. How would you avoid reducing the issue to two groups? If you need to add a third group, what would that group be?
2. Who are the people thriving on conflict and what would you do to move them out of the limelight?

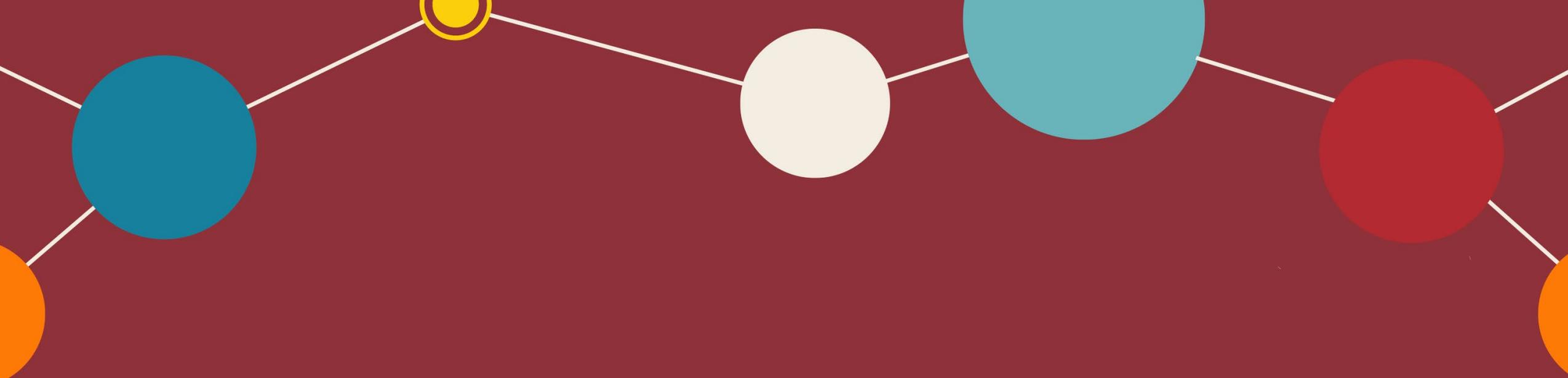


Q3 Buy Time and Make Space & Complicate the Narrative (20 min - 15 discussion, 5 reporting out)

1. How would you buy time? How would you articulate each sides' point of view? How would you maximize positive versus negative interactions?
2. What contradictions and paradoxes would you point out in the conflict? How would you complicate the narrative of the conflict?



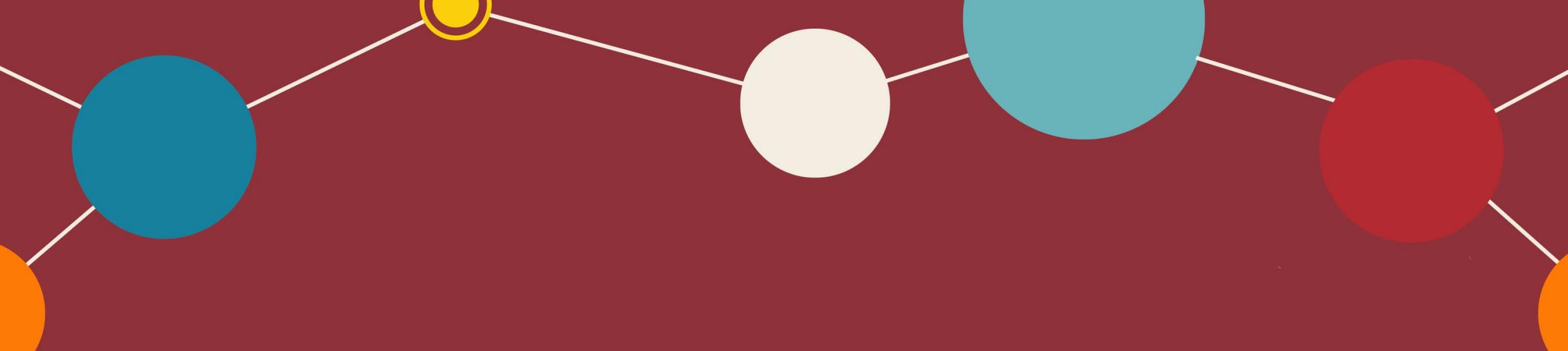
Further Discussion and Summary (15 min)



Q&A



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**Thank you for participating
in this session!**