



COMMON  
GROUND  
CONCILIATION  
SERVICES, INC

Newsletter  
September 2008  
Issue 1 Volume 1

## COMMON GROUND CONCILIATION SERVICES

*Strengthening  
Organizations,  
Enhancing  
Communications*

Photo by Katherine Jones



### *Fall Communication Workshop:* **RESOLVING DIFFERENCES IN ORGANIZATIONS**

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*Resolving Differences in  
Organizations*

*"The workshop built my  
confidence in my ability  
to diffuse anxiety by com-  
municating clearly. The  
material was simply pre-  
sented, making it easy to  
put in to action."*

Kristine

#### USEFUL LINKS:

- [Common Ground C. S.  
Home Page](#)
- [Lombard Peace Center](#)
- [Alban Institute](#)
- [Idaho Nonprofit Center](#)
- [Idaho Mediation Associa-  
tion](#)

This fall Common Ground will be offering a series of conflict resolution workshops. Entitled "Resolving Differences in Organizations", the workshop leaders will share practical, issue-resolution approaches they have acquired through many years of professional

mediation experience. The instructors have served as members of and held leadership positions in nonprofit, governmental, and faith-based organizations so they are familiar with real-world challenges arising from personal disputes within organizations.

Three sessions will be offered:

- October 8: 1 PM to 5PM
- October 11: 1 PM to 5 PM **OR**
- October 9 & 15: 6:30 PM to 8:30 PM both evenings.

The fee for these 4-hour sessions will be \$25 per person. Attendance will be limited. If you are interested, please call to reserve your spot.

### RESOLVING DIFFERENCES IN ORGANIZATIONS Workshop Registration Form

NAME (Print) \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE (\_\_\_\_\_) \_\_\_\_\_

EMAIL \_\_\_\_\_

WORKSHOP SELECTION

(Please note your first, second,  
and third preference)

- October 8, 1 PM to 5 PM
- October 9 and 16, 6:30 PM to 8:30 PM
- October 18, 1 PM to 5 PM

**Please mail this registration form with a check for \$25 per person to:**

Common Ground Conciliation Services, Inc.  
1770 W. State Street, Suite 103, Boise, Idaho 83702

Checks should be made payable to: Common Ground Conciliation Services, Inc.

Phone: 342-1810

Workshop Location: Two sites in downtown Boise—we will let you know the location of your workshop after we receive your registration.



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### **CONTACT INFORMATION:**

1770 W. State St Ste 103  
Boise, Idaho 83702

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*To unsubscribe, please reply with "unsubscribe" in  
the subject line to [infl@commongroundcs.org](mailto:infl@commongroundcs.org).*

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[www.commongroundcs.org](http://www.commongroundcs.org)

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*Strengthening Organizations,  
Enhancing Communication*

*The mission of Common Ground Conciliation Services, Inc. (Common Ground) is to strengthen community, nonprofit, faith-based and governmental organizations by providing affordable meeting facilitation, conflict mediation, communications workshops, and organizational consultation.*

*Our services enhance an organization's success by:*

- *building teamwork and commitment,*
- *facilitating the resolution of divisive issues,*
- *promoting efficiency and accountability in strategic planning,*
- *growing communication and conflict resolution skills of individual organization members.*

*Community leaders serve as Common Ground's board of directors and are actively involved in guiding the organization. Services are provided by committed professionals with many years of professional and volunteer experience working with community, non-profit, faith-based, and governmental organizations.*

## COMMUNICATING WITH INTENTION

*Larry Hauder, MS CPM*

Effective communication seems so simple. I tell you what's on my mind and then you do the same.

Despite the apparent ease of talking and listening, many places of work and places of worship are littered with stressed relationship brought on by the inability to speak and listen with intention.

Most of us can do better, and the groups we care about deserve our best attempt.

Conscious effort and practice is required when using intentional communication language. This happens when the speaker describes a feeling, thought or idea that is free from blame and criticism.

Intentionality is easily recognized because the focus is on providing information about my emotions, my needs, and my preferences instead of criticizing or judging the other. The phrases "you always", or "you never" won't be heard in a purposeful conversation.

One will hear the intentional speaker ask questions and then listen to the response intently, seeking to gain understanding about the other's perspective.

**The next time you sense a communication crisis brewing, practice using intentional language and make a simple goal of understanding the other person.**

# ANTAGONISTS: HOW TO IDENTIFY AND DEAL WITH DESTRUCTIVE CONFLICT

By Kenneth C. Haugk, Ph.D.

Have you ever encountered individuals who regularly make insatiable and selfish demands and aggressively attack the performance of organizational leaders based upon unsubstantiated information? In his book, Dr. Haugk identifies these people as antagonists and describes the damage they can cause to organizations and people when not dealt with effectively.

Dr. Haugk is a pastor, clinical psychologist and executive director of Stephen Ministries, a transdenominational organization. Though this book is directed at faith-based organizations, ideas presented are applicable to a much wider range of organizations.

Dr. Haugk considers conflict to be a

fact of life in organizations. Normally, rational people can adopt a conflict resolution strategy that yields an effective and beneficial solution. In dealing with antagonist-related issues, conflict resolution strategies become ineffective because the objective of the antagonist is to be right and to hurt their opponent with no regard to the impact on the organization or the individual.

The book describes how to identify antagonistic behaviors and personalities. It presents preventive measures to minimize the potential for these occurrences. Suggestions on how to address antagonists while caring for the organization and themselves are included for consideration by leaders.

Overall, we believe the insights presented in *Antagonists in the Church* would be a valuable addition to any leader's tool kit. We do however recommend caution in judging a person's behavior as antagonistic. The recommended strategies for personally dealing with an antagonist should be reserved for those instances when you are sure this is what you are experiencing. While they may be effective in protecting you and your organization from further damage, they are not designed to build the understanding needed for a long-term resolution of differences.

*"I really appreciated the personal approach of Bob and Larry, who personified the lessons they brought. The role plays were particularly effective to help us cement the techniques. The listening skills of the instructors helped also to bring out the collective wisdom of the group. It was a wonderful experience."*

Richard

*"I liked very much the step by step approach to difficult conversations. Practicing as we went was helpful. Your ability to listen to our ideas, input, suggestions. It didn't feel like you were the "authorities" and had all the "answers."*

Carol

## ABOUT THE WORKSHOP LEADERS



**Larry Hauder MS, CPM**

- 13 years of mediation experience
- Significant experience with religious and neighborhood organizations
- 15 years as a Pastor in the Mennonite Church
- Past Board Member with Ten Thousand Villages, North End Neighborhood Assoc., Boise Ministry of Aged, and Boise Ministerial Association



**Bob Rainville MS, CPM**

- 10 years of mediation experience
- Significant experience with governmental and nonprofit organizations
- Past President Eastern Oregon Mediation Association and Union County Oregon United Way.
- Member of Rotary International, Hospice, Big Brothers
- Past Planning Commissioner Kootenai County, Idaho