

BECOMING BRIDGE BUILDERS



SESSION 8
HANDOUTS

SESSION 8

BECOMING BRIDGE-BUILDERS



Introduction

This session seeks to distil the learning that has taken place during the course for each participant and also for the ministry settings of the participants. Thus, we look back over the course in order to embed the learning more deeply and to consider how this might be taken forward and used fruitfully in the future.

Session Objectives

- To review learning and insights from the whole course.
- To plan next steps both individually and corporately.
- To obtain constructive feedback about the whole course for Bridge Builders, for improvement of the next edition of Growing Bridgebuilders.
- To provide opportunity to express particularly significant personal highlights from the course.

Learning Outcomes for the Session

By the end of the session participants will have:

- Reviewed two sessions and drawn images that summarise some of the learning and insights from those two sessions.
- Connected their two focus sessions with possible threads that run through the whole course and drawn images to express those.
- Reflected corporately on insights and learning from the course, and threads that run through it.
- Planned next steps for themselves personally and decided on two or three elements to focus on initially.
- Planned possible next steps for their group or church, in conjunction with others in a small group.
- Expressed both spoken and written feedback about the course as a whole for offering to Bridge Builders.
- Shared a single personal highlight in the large group

Overview of Session Segments

Welcome: Arrival and introduction
Integration: Integrating learning from the course
Questions: Responding to the parked questions
Planning: Developing action plans for next steps
Feedback: Feedback: spoken and written
Conclusion: Closing circle

Handouts

Handout 1: Introduction and overview of Session 8
Handout 2: Learning outcomes and key features from Sessions 1-7
Handout 3: Developing action plans for next steps
Handout 4: Overall feedback form for participants (for return to Bridge Builders)

LEARNING OUTCOMES AND KEY FEATURES OF SESSIONS 1-7



Session 1: Let's Talk about Conflict

By the end of this session participants had:

- Committed themselves to a way of working together.
- Shared some personal information and one way they personally think about conflict.
- Recognised how we typically think about conflict in the life of the church, and noticed that this tends to be negatively.
- Explored how different terms we use to describe tension are categorised as either good or bad, and considered how we categorise conflict.
- Engaged with two different definitions of conflict.
- Explored three different goals in approaching conflict.

Key features included:

- Establishing a **group working agreement**.
- Making **associations** with conflict in the church.
- Sorting the conflict **vocabulary** words.
- Definition: **conflict = differences + tension**.
- Distinguishing between 'conflict **resolution**', 'conflict **management**' and 'conflict **transformation**'.



Session 2: Our Theology and Attitudes

By the end of this session participants had:

- Considered different ways that the Bible speaks to us.
- Engaged with different ways the Bible can speak to us in relation to tension and conflict.
- Reflected on how disagreement, tension and conflict was approached within their family of origin, and noticed how this has shaped their subsequent attitude and preferences.
- Reflected on how they typically approach disagreement, tension and conflict today in their main home, work or ministry setting, and noticed the relationship between this and what they learnt during childhood.
- Recognised – or at least begun to recognise – how their family childhood experience continues to shape them today, whether in reaction to or in considered response to that experience.

Key features included:

- Identifying ways the **Bible speaks** to us about conflict:
 1. **Instructions and guiding principles.**
 2. **Examples – both bad and good.**
 3. **Stories we inhabit.**
 4. **Big picture of God's work in the world.**
- Engaging with our experience of conflict using the **Human Rainbow**.





Session 3: Communicating Better

By the end of this session participants had:

- Grasped the value of *showing* that one has heard another person, and the limitations of simply *saying* one has heard the other.
- Practised paraphrasing and summarising another speaker, having noticed both the content (facts) and the tenor (feelings) of what they've heard.
- Listed some of the many benefits of summarising as a skill in inter-personal and group interactions.
- Practised sharing information about one's own feelings and perspective in times of tension without blaming or attacking others.
- Grasped the importance of articulating one's feelings and expression of impact, as well as underlying needs which were not met, when addressing a hurtful incident or situation.
- Considered appropriate timing and setting for difficult conversations, focusing on a time when emotions are able to be controlled and a space where participants feel safe.

Key features included:

- A **listening and non-listening exercise**.
- **Scripted role-plays** introducing 'deliberate listening' and 'centred speaking'.
- A chance to practise **deliberate listening** and **centred speaking**.



Session 4: Getting Unstuck

By the end of this session participants had:

- Practised identifying underlying concerns of positional statements.
- Experienced and articulated the layered nature of positional statements: positions, underlying concerns, and deeper needs.
- Reflected on the underlying concerns in an active disagreement or conflict in their own life.
- Considered the basic elements of principled negotiation, and how it differs from position-based negotiation.
- Identified stages of conflict escalation and considered the appropriate timing for practising principled negotiation.
- Worked to address a conflict (fictional or real example) by identifying underlying concerns, common ground, and potential options.
- Represented their key learning from the session in a creative way.

Key features included:

- The story of **the orange** – 'What do you want it for?'
- The image of the **two mountain peaks**, with positions at the top, and underlying concerns and deeper needs beneath.
- The **St Michael's case study** with the conflict over Remembrance Sunday.
- The **scenario of escalating conflict** between a youth worker and a Sunday School teacher.

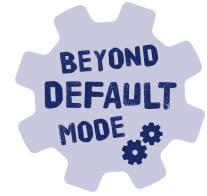
Session 5: Beyond Default Mode

By the end of this session participants had:

- Become familiar with five different types of approach to conflict.
- Explored the difference between calm and storm conditions and noted their own default preferences.
- Considered different conflict approaches in both personal and church-based examples.
- Recognised some of the strengths and drawbacks of each approach.
- Thought about which approach best serves which circumstances.
- Been equipped to make a more informed judgement as to which approach is appropriate in given circumstances, and to be more intentional about drawing on that approach.

Key features included:

- An illustration about our **reflex response to a thrown ball**.
- **Completing a questionnaire** for results about your approaches to conflict.
- An illustration of a young couple deciding **what to do on a Friday night**.
- Consideration of **five short case studies** where different approaches would be most fruitful.



Session 6: Recognising Emotional Process

By the end of the session participants had:

- Listened to and reflected on a contemporary story providing an example of unconscious emotional process in a congregation and how one pastor handled this.
- Identified an example of unconscious emotional process from their own experience.
- Named constructive behaviour by one pastor who models responding constructively in the face of his own anger.
- Considered three typical negative reactions when people are anxious, and acknowledged which of these is a personal tendency.
- Heard four key principles for managing oneself better when facing anxiety in a group, and identified one of these to work on personally.
- Developed a personal plan for how to apply one of the four principles when facing anxiety in a group.

Key features included:

- An **illustration** from the actions of Jose Mourinho.
- Engaging with William Kondrath's story about the **power of feelings**.
- Reflecting on three typical reactions: **attacking others; defending oneself; and withdrawing**.
- Reflecting on **four principles**:
 1. **Fostering a non-anxious presence**, like Jesus in the face of the religious leaders with a woman caught in adultery (John 8).
 2. **Offering and inviting self-definition**, like Luther before Emperor Charles.
 3. **Maintaining emotional contact**, like Ruth with Naomi and her extended family.
 4. **Standing firm in oneself when the going gets tough**, like George Bell standing firm in his opposition to blanket-bombing in WWII.





Session 7: Changing How We Do Conflict

By the end of this session participants had:

- Defined the term 'culture'.
- Listened to 10 Unspoken Commandments illustrating a culture of niceness which can pervade the church.
- Engaged with an illustration of two contrasting church or group cultures.
- Identified which negative patterns of handling conflict connect with their own experience.
- Affirmed a positive pattern that they have seen in their church or group.
- Reflected on and discussed a range of strategies for changing a church or group's culture in a more positive direction.
- Developed a personal plan of action for beginning to change the culture in their own context, and received some feedback on this.

Key features included:

- Understanding 'culture' as **'the way we do things around here'**.
- Hearing John Paul Lederach's humorous take on the **unwritten rules** of handling conflict in the Mennonite Church.
- Engaging with the stories of **St Peter the Placid** and **St Stephen the Stormy** (or whatever names were chosen), and recognising the patterns of **conflict that divides us**, and patterns of **conflict that bind us together**.
- Considering **18 different strategies**, wandering around a room or hallway, for moving the culture in a constructive direction.

Session 8: Becoming Bridge-builders - Small Group Task

TIMINGS

You've got **eleven minutes** to complete the task. Divide the time up as follows:

- Spend **up to five minutes** talking about the key insights from your focus sessions (Session 1 plus two others allocated to your group).
- Spend **one or two more minutes** thinking about how insights from your focus sessions relate to the rest of the course.
- Then spend **up to four minutes** creating the drawings on the flip chart.

TASKS

- On your flip chart sheet, **create some pictures in two sections**:
 1. First, **images to represent key insights and learning** from your focus sessions.
 2. Second, **other images** that connect learning from your focus sessions with any **threads that you can see running through the whole course**.
- From your small group, choose one person who will present your completed flip chart to the larger group.

GUIDANCE

- Use a **variety of pen colours** to make it visually interesting.
- Use **one side only of the paper**, but as much of the paper as you like.
- Make the images **big** enough to be seen from a distance.
- Lay out the chart in **either portrait or landscape**. Images can be at an angle; but avoid having things upside down – unless there's a clear purpose for doing so!
- Remember that **artistic excellence is NOT required**. If you have someone with artistic ability in your group, use them as a resource; but keep it as a collaborative project.



DEVELOPING ACTION PLANS FOR NEXT STEPS



Personal Plan: Two Options

A. EITHER: THINKING MORE GENERALLY

- What two or three insights do you want to take forward in terms of how you listen, speak or react when tension or conflict arises?
- Are these general actions, or do they relate to particular individuals or situations?
- Who could you share this plan with, and who could you ask to check how you are getting on – perhaps every couple of weeks over the next three months? (Or what might be a more effective way to hold yourself accountable?)

B. OR: THINKING ABOUT SPECIFIC CIRCUMSTANCES

- If you're in a relationship with a friend or colleague facing particular tensions, or in a setting with obvious tension or conflict among group or family members, how might the insights from this course help you to find a more positive way forward?

- Does your focus need to be more on how you handle yourself, or does it need to be more on how you understand and think about what is going on?
 - If the first, are there actions you might take or avoid taking, or things you might say or avoid saying, which could contribute positively?
 - If the second, is there a way of thinking differently about the situation, which might help you to be more relaxed and less anxious about it?
- Where might you get support to help you through this time, if such support might help?
- What would a positive outcome look like, and what small steps could you take in the coming days to move deliberately towards that outcome?

Church or Group Plan

EXPLORE THE FOLLOWING QUESTIONS

- Are there other individuals or groups you know who might benefit from participating in the Growing Bridgebuilders course? If so, who? Is there action you might take to encourage this to happen?
- Are there known situations of tension or conflict in which insights from Growing Bridgebuilders could make a positive impact? If so, what action needs to be taken and by whom?
- How might a report of some kind be given sharing your learning from Growing Bridgebuilders and how it has been helpful to you? Who might best provide such a report, to whom, and in what setting?
- What other ideas do you have for follow up actions to share with others and implement learning from the Growing Bridgebuilders course, which might contribute to changing the culture in your church or group?

PARTICIPANT FEEDBACK FORM: COURSE OVERALL



YOUR NAME (optional):

Thank you for taking time to complete this evaluation. Bridge Builders and course leaders welcome your honest comments. Bridge Builders will try to improve Growing Bridgebuilders in the light of feedback received from participants and course leaders.

1. Please circle your evaluation of the following aspects of the course where 1=very poor and 6=excellent:

Course content	1	2	3	4	5	6
Style of presenting content and facilitating learning	1	2	3	4	5	6
Usefulness of material to you personally	1	2	3	4	5	6
How your course leaders organised the course	1	2	3	4	5	6
How people were enabled to participate	1	2	3	4	5	6
How your course leaders responded to comments	1	2	3	4	5	6
How your group worked and interacted together	1	2	3	4	5	6
COURSE OVERALL	1	2	3	4	5	6

2. What you most hoped to get out of the course was:

3. What you most appreciated or found helpful about the course was:

4. What you would most like to be different about the course in future:

5. What commendation you would give to others considering running the course:

6. Any other comments:

7. May Bridge Builders quote your comments in future publicity? YES / NO

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Course Leader's Feedback Form

Please complete this form at the end of the session. Thank you.

1. Please circle your evaluation of the following aspects of the session where 1=Unhelpful and 6=Very Helpful:

A. Guidance provided in the Leader's Guide	1	2	3	4	5	6
B. PowerPoint slides, handouts, scripts and all other materials	1	2	3	4	5	6
C. Quality and appropriateness of the content	1	2	3	4	5	6
D. Process offered for presenting content and enabling learning	1	2	3	4	5	6
E. How you led and facilitated this session	1	2	3	4	5	6
F. How participants worked and interacted together in this session	1	2	3	4	5	6
G. THE SESSION OVERALL	1	2	3	4	5	6

2. What you most appreciated or found helpful about the materials provided for you was:

Thank you for taking time to complete this feedback form. Please scan it as a PDF file, and then email it to Bridge Builders: **bb@bbministries.org.uk**

Only send the course leaders' feedback form.

Bridge Builders will seek to improve Growing Bridgebuilders in the light of feedback from all the course leaders.

COURSE LEADERS:

LOCATION:

GROUP SIZE:

TYPE OF PARTICIPANTS:

3. What you most struggled with in leading this session was:

4. What you would change or like to be different about the materials provided for you is:
(Note: this could relate either to the content, or to the process for facilitating learning, or both)

5. Any other comments:

COURSE LEADER'S FEEDBACK FORM: COURSE OVERALL



YOUR NAME:

WHEN YOU RAN THE COURSE:

YOUR GROUP:

Thank you for taking time to complete this evaluation. Bridge Builders welcomes your honest comments, and will try to improve Growing Bridgebuilders in the light of feedback received from all course leaders.

1. Please circle your evaluation of these aspects of the course where 1=very poor and 6=excellent:

Quality of course content	1	2	3	4	5	6
Way the course content was segmented	1	2	3	4	5	6
Approach to facilitating learning	1	2	3	4	5	6
Usefulness of material to your participants	1	2	3	4	5	6
How your group worked and interacted together	1	2	3	4	5	6
How well you led and facilitated the course	1	2	3	4	5	6
COURSE OVERALL	1	2	3	4	5	6

2. Please circle your evaluation of the materials provided where 1=very poor and 6=excellent:

Part 1, Preparation and planning: usefulness	1	2	3	4	5	6
Leader's session guides: quality and content	1	2	3	4	5	6
Leader's session guides: how they're presented	1	2	3	4	5	6
Leader's speaking notes: usefulness	1	2	3	4	5	6
Handouts: usefulness and adequacy	1	2	3	4	5	6
PowerPoint slides: usefulness and adequacy	1	2	3	4	5	6
Images of flip charts: adequacy	1	2	3	4	5	6
MATERIALS OVERALL	1	2	3	4	5	6

3. In what ways did the course achieve what you were hoping for in running it?

4. What you and your participants most appreciated or found helpful about the course (content and process) was:

5. What content or topic you would like to see covered in any extra sessions created in future is:

6. What you most appreciated or found helpful about the course materials provided was:

7. What you would most like to be different about the course and its materials when they are revised in future:

8. What commendation you would give to others considering running the Growing Bridgebuilders course (preferably a single sentence):

9. May Bridge Builders and CPAS quote your attributed comments in future publicity? YES / NO

Thank you for taking the time to complete this feedback form. Once completed, please scan as a PDF file,
and then email to Bridge Builders: bb@bbministries.org.uk