



An Initiative to Build and Promote Civility

SAN DIEGO COMMUNITY COLLEGE DISTRICT
BOARD OF TRUSTEES
JANUARY 26, 2017

BACKGROUND



- Project initiated in 2015-2016
- **Two-Year partnership** with the National Conflict Resolution Center
- Goals:
 - To educate students, faculty and staff about the value of **civility**
 - To teach skills and strategies for implementing **civil behavior**, acting with **respect** and **embracing diversity**
 - To teach conflict resolution within a highly **diverse student population**



**NATIONAL
CONFLICT
RESOLUTION
CENTER™**

STATUS



- Districtwide planning team meeting regularly
- *We are Community* selected as the branding for the project
- A video, webpage and flyers were developed to promote the effort
- Training was piloted in October-November 2015
- The program was fully launched in *Spring 2016*



A screenshot of the 'WE ARE COMMUNITY' webpage. The header includes the San Diego Community College District logo and the text 'WE ARE COMMUNITY'. Below the header are sections for 'The ART of Inclusive Communication', 'Upcoming Training Sessions', and 'Student Testimonials'. A sidebar on the left provides contact information for City College, Mesa College, Miramar College, and Continuing Education. The main content area features a video player with a 'CONFLICT' graphic and a person holding a sign, and a section for 'Upcoming Training Sessions'.

MID-PROJECT OUTCOMES



- The initiative includes **48 training workshops**
 - 30 workshops have been conducted to date
- A total of **479 students, faculty and staff** have been trained
 - 319 students
 - 160 faculty and staff



MID-PROJECT OUTCOMES



- Pre-and post surveys were conducted at each student workshop
- Course evaluations were used for faculty and staff workshops
- Results show:
 - **Significant increases** in student confidence levels with regard to:
 - Self-awareness
 - Communication
 - Conflict resolution with positive outcomes
 - Understanding cultural differences
 - **Very high satisfaction** from faculty and staff on the workshop content, structure, and skills learned

HIGHLIGHTS - STUDENTS



- There was a **30% increase** in confidence about responding to conflict after the training
- There was a **34% increase** in confidence identifying common ground in a conflict situation
- There was a **31% increase** in confidence in responding to conflict with positive outcomes
- **99%** thought that the skills they learned in the training would be **applicable to their daily lives, and on-campus with fellow students**

HIGHLIGHTS - STUDENTS



- There was a **24% increase** in confidence using active listening skills to manage conflict
- There was a **17% increase** in confidence in ability to appreciate cultural perspectives
- There was a **30% increase** in confidence with self-awareness of cultural cues and world views and the impact on conflict
- There was a **26% increase** in confidence in ability to notice emotional and communication styles

STUDENT FEEDBACK



“It was a great experience reflecting on my own communication style as well as that of others. I feel that this particular training has effectively equipped me with the necessary tools to successfully communicate with individuals with diverse communication styles.”

“I feel this class was extremely helpful. It helped me realize that while we may all dress alike, that does not mean we have the same assumptions about behavior and values. This class will empower people to communicate better with each other on a daily basis.”

HIGHLIGHTS - FACULTY



- Course evaluations showed **high levels of satisfaction** with the outcomes of the training
- **99%** felt the communication skills they learned would be useful with other faculty and staff
- **87%** felt the skills would be useful in their communities



FACULTY/STAFF FEEDBACK



“Engaging, meaningful, thought provoking, challenges participants to be honest because in doing so we became more self-aware and aware of others thoughts and feelings. Gave terrific resources.”

“The ART of communication is not an abstract belief, but it is the ability to create an environment of understanding, trust and respect. My take away has allowed me to become engaged with my inner thoughts and feelings.”

QUESTIONS?

