



An Initiative to Build and Promote Civility

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

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# 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*



San Diego Community College District  
**WE ARE COMMUNITY**  
City College | Mesa College | Miramar College | Continuing Education

The ART of Inclusive Communication  
Upcoming Training Sessions  
Student Testimonials

**For More Information**

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**District Office and Service**

**We Are Community**  
The San Diego Community College District values our commitment to serving a diverse student population across all of our campuses. As a student leader on campus you play an important role in building a community of inclusiveness from the classroom to our campuses and beyond.

**The ART of Inclusive Communication**

Learn to effectively resolve conflict and promote civil discourse. The WE ARE COMMUNITY initiative wants to help support these goals. Please get enrolled now in one of the upcoming training sessions provided by the National Conflict Resolution Center.

**Upcoming Training Sessions**  
These training sessions are free to students. Participants will receive a certificate of completion along with books and resources for inclusive communication. For additional information, please contact the college Dean of Student Affairs. You can find their contact information on the left side bar.

# 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



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# 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

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# 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**

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# 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

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# 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



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# 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.”

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QUESTIONS?

