



## Session III B, July 24-26, 2017

### 32. Navigating Intercultural and Intergroup Conflict: Multiple Theoretical Lenses and Applications

As the world is becoming more interconnected, intercultural conflict is inevitable, and intercultural dialogue is vital to resolve it. Evidence suggests that the ways we resolve conflicts differ greatly across cultures and social groups. Whatever issue sparks the conflict, the methods we use for resolving it frequently make the problem even more difficult. We will connect current intercultural conflict theories with conflict practice and explore various communication approaches, with an emphasis on identity negotiation issues across group boundaries. We will also focus on issues of immigrant adaptation, intergenerational conflicts, workplace diversity, and intergroup-interpersonal relationship development. You will gain knowledge, understanding, and tools to analyze a variety of everyday intercultural conflict situations.

**Designed for:** Intercultural and conflict communication teachers, trainers, and professionals who are interested in deepening their knowledge of competent intercultural and intergroup conflict management and who desire greater theoretical depth in implementing a course or training module on navigating diverse conflicts across multiple identity groups.

#### Workshop Objectives

You will have the opportunity to:

- Become familiar with relevant identity-based theories in explaining everyday conflict encounters across diverse identity groups
- Apply theoretical concepts to analyze different intercultural and intergroup conflict case incidents
- Translate conceptual understanding to mindful conflict negotiation practice

#### Learning Activities

- Practicing a multilayered social ecological approach in analyzing the factors that shape an intergroup conflict situation
- Mini-lectures on social ecological systems theory, social complexity identity theory, identity negotiation theory, communication accommodation theory, coordinated management of meaning theory, face-negotiation theory, and situational-based conflict competence model, among others
- Developing mindful analytical skills in analyzing the verbal and nonverbal conflict exchange and meaning negotiation process
- Experiencing mindful reflective moments and practices
- Working together in groups and as a class to connect theory with practice using various methods including critical incident analyses, theory-practice applications, conflict role-play activities, and conflict self-assessment tools
- Sharing instructional/training strategies in intercultural-intergroup conflict negotiation in a collaborative learning community

*If you have an intercultural/intergroup conflict case situation that you would like to share with the facilitator and the class, please bring two copies of a 1-2 page description.*



**Dr. Tenzin Dorjee** is an associate professor in the Department of Human Communication Studies, California State University, Fullerton. His expertise is in intergroup and intercultural communication, identity issues, peace building, and conflict resolution. He has authored or co-authored peer-reviewed journal articles and chapters on Tibetan culture, identity, communication, nonviolence and middle-way approaches to Sino-Tibetan conflict, intergenerational communication context, and others. In recognition for his active research publications and dedicated mentorship of graduate students, CSU Fullerton awarded him several faculty outstanding achievement awards in teaching (2016 & 2011), scholarly and creative activities (2013), and community service (2015). His recent publications can be viewed in the *Journal of Intercultural Communication Research*, *Journal of Multilingual and Multicultural Development*, and in *The Sage Handbook of Conflict Resolution: Integrating Theory, Research, and Practice* (2nd ed.). He served as a former Member-At-Large in the Executive Council of the Western States of Communication Association (WSCA), Chair of WSCA's Distinguished Teaching Award Committee, and Basic Course Director of the Department of Human Communication Studies, CSUF. Tenzin is also a prominent native translator of Tibetan Buddhism and culture into English. He had the distinctive honor to translate for His Holiness the Dalai Lama in India and U.S.A. In the summers of 2013 and 2016, Tenzin volunteered his service in the Office of His Holiness the Dalai Lama in India, and a visiting professor to the College of Higher Tibetan Studies, and the Dalai Lama Institute for Higher Education, Bengaluru, India. He taught social science research methodology, teaching pedagogy, and intercultural communication. He also gave many invited talks at various Tibetan institutes including Tibet Policy Institute, Library of Tibetan Works and Archives, and Tibetan colleges in Dharamsala, India. Recently, he was appointed as a commissioner, the first Tibetan American, on the U.S. Commission on International Religious Freedom ([www.uscirf.gov](http://www.uscirf.gov)).

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