



**One Body,
Many Parts:**
Engaging
Difference in
Congregations

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"In this insightful, wise, and practical book . . . Donna Hicks explains why
dignity is so important and what we can do about it. Highly recommended!"

—William Ury, co-author of *Getting to Yes* and
author of *The Third Side*

Dignity



Its Essential Role
in Resolving Conflict
Donna Hicks, Ph.D.

Foreword by
Archbishop Emeritus Desmond Tutu

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Ten Elements of Dignity

Acceptance of Identity

Recognition

Acknowledgement

Inclusion

Safety

Fairness

Independence

Understanding

Benefit of the Doubt

Accountability

"Putting into practice the habits Ann Garrido describes in this book will reduce
God's presence, attract attention, create curiosity, and draw others near."
From the foreword by David Haan
Author of Difficult Conversations

redeeming CONFLICT

12 Habits for Christian Leaders

Ann M. Garrido

Author of Redeeming Administration

Empathic (or Pentecost) Listening

(listen to grasp the meaning this has for the other)

Listening for Emotion

(listen for the feelings underneath what the other is saying)

Listening for Logic

(listening to figure out why what the other is saying makes sense to them)

Defensive Listening

(listening for what is wrong/illogical in what the other is saying)

Casual Listening

(sporadic listening in the midst of other distractions)

Listening for Understanding

- Paraphrase: “Let me see if I understood you...”;
“So, what you are saying is...”
- Check for accuracy: “Did I get that right?”
- Understand the significance: “Help me understand more about what that means to you...”
- Validate feelings: “It makes sense to me why you are feeling...”