



U NEVR LISEN!

The Impact of Technology on How We Deal With Conflict

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While technology has created the ability to conduct multi-party mediations across continents, provided faster and more expedient communication between parties, and created an environmentally-friendly mode of negotiation, the use of technology has also changed the nature of civil discourse and how people engage and disengage in conflict. The anonymity provided through internet communication (rather than face-to-face), the lack of privacy created through social networking, the loss of the elegant argument as a form of ritual opposition, and the use of only 7% of our communication (the words without the benefit of tone and inflection and body language) has created a different way of dealing with conflict. Further, the art of active listening, as well as the trust and rapport built through respectful attention, is missing. Through the use of research-based analysis, storytelling and interactive questions, the plenary will explore how we as conflict resolvers can be better equipped to deal with these emerging changes in interaction and conflict.