








Live Virtual Workshop
Clarify Conflict and Move On: Perspectives and Choices that Work
Chat Transcript 04MAY23

- 12:05:23 April Schnell: may the 4th be with you!!!
- 12:05:33 Theresa Du: Reacted to "may the 4th be with ..." with 😊
- 12:05:33 Catherine North: A special day for me today... It's my Birthday.:-)May the Fourth Be With you!
- 12:05:45 Royce Holladay: Good one, April.
- 12:05:48 Theresa Du: Reacted to "A special day for me..." with ❤️
- 12:05:52 Debra's iPhone: Debra in sunny Minnesota but at a conference so talking call on my phone (outside!)
- 12:06:07 Sharon Collier: Reacted to "A special day for me..." with ❤️
- 12:06:10 Anna Prescher: Replying to "A special day for me..."
Happy bday Catherine!!!
- 12:06:23 Debra's iPhone: May the fourth be with you too on your birthday Catherine!
- 12:06:25 Catherine North: Reacted to "Happy bday Catherine..." with ❤️
- 12:06:25 Becca Peterson: Reacted to "A special day for me..." with ❤️
- 12:06:32 Terence Lam: Replying to "A special day for me..."
Happy Birthday, Catherine!!!!
- 12:06:41 Roya Damabi: Reacted to "A special day for me..." with 🎂
- 12:06:48 Catherine North: Reacted to "Happy Birthday, Cath..." with ❤️
- 12:06:57 Royce Holladay: Happy Birthday, Catherine...I hope it's a great day with many blessings!
- 12:07:15 Catherine North: Reacted to "Happy Birthday, Cath..." with ❤️
- 12:07:19 Catherine North: Reacted to "May the fourth be wi..." with ❤️
- 12:07:24 Karen Wilmot: Happiest of birthdays Catherine! You and my mom share an amazing day to celebrate
- 12:07:45 Catherine North: Reacted to "Happiest of birthday..." with ❤️
- 12:09:09 Thobes Ncube: Will we get the recording and slides?

- 12:09:51 Royce Holladay: Yes @Thobes. Everyone who is registered gets the recording, the chat transcript, and the slides the session.
- 12:10:06 Thobes Ncube: Wonderful!
- 12:15:10 Kim Petersen (Costa Mesa, CA): Scenario sounds like a mental model issue
- 12:15:39 Sharon Collier: Culture within client organisations that I work with (what is visible and invisible) are huge truth traps. Some linked to uniform, parts of the organisation you work in etc
- 12:15:46 Roya Damabi: "My perspective is reality" or "this one experience is a fundamental truth applicable to all contexts"...examples of truth traps...
- 12:15:55 Shelley S: Truth trap - who actually gets to make a decision manifested in team feeling that they are engaged or empowered or valued and a new leader who is driving for a quick new direction. Perhaps it is also a truth trap about what level of change needs to happen.
- 12:16:30 Karen Wilmot: Reacted to "Truth trap - who act..." with 👍
- 12:16:37 Theresa Du: I think I feel my own truth trap before I can find the articulation for the "What?" I am wondering how to close th gap?
- 12:16:49 France Larouche: The value of agile practices vs. the importance of rules
- 12:16:52 Matt Cobb | WB: Truth traps apparently commit facticides...
- 12:16:56 Anna Prescher: Truth trap idea that came to mind- 'only' this or 'only' that
- 12:17:22 Heather - VP Advocacy CFUW: Reacted to "Truth traps apparent..." with 👍
- 12:17:42 Heather - VP Advocacy CFUW: Reacted to "Truth trap idea that..." with 👍
- 12:17:59 Mary Nations: My 8th grader said that yesterday they discussed Plato's cave - ancient truth trap!
- 12:18:05 Roya Damabi: "I am beyond truth traps" - truth trap!
- 12:18:17 James Goetz: In conservation there has long been disconnect between ecologists and social scientists – which fortunately is being bridged with an explicit Social-Ecological Systems approach.
- 12:18:23 France Larouche: Reacted to ""I am beyond truth t..." with 👍
- 12:18:48 Sharon Collier: I guess that truth traps link closely with personal beliefs sometimes

- 12:18:53 Heather - VP Advocacy CFUW: Reacted to ""My perspective is r..." with 
- 12:19:47 Roya Damabi: Reacted to "I guess that truth t..." with 
- 12:20:07 Royce Holladay: I am beyond a truth trap....love that Royce/
- 12:20:39 Royce Holladay: I meant Roya...my fingers are trained....
- 12:20:54 Royce Holladay: Good insight, Sharon!
- 12:21:18 Roya Damabi: Reacted to "I meant Roya...my fing..." with 
- 12:21:30 Anna Rinick (she/her): objective truth IMHO it also does not exist because everything filters through an individual human's lens
- 12:21:31 Royce Holladay: James, I hadn't thought so much about those realities/truths that you deal with in conservation.
- 12:21:38 France Larouche: Reacted to "My 8th grader said t..." with 
- 12:22:39 Karen Wilmot: I'd love to discuss how we get unstuck about what is actually the objective truth. So many folks offer competing evidence of what is or isn't objective truth. These then become normative perspectives
- 12:22:40 Royce Holladay: @Anna, objective data is the evidence, but I might have a subjective truth about that meaning or groups might interpret the evidence in a normative way...Does that make sense?
- 12:23:22 Royce Holladay: Great point @Karen. I'll bring that up in a bit when G opens for questions.
- 12:23:29 Karen Wilmot: Reacted to "Great point @Karen. ..." with 
- 12:23:32 Roya Damabi: Reacted to "I'd love to discuss ..." with 
- 12:23:44 Roya Damabi: Reacted to "Great point @Karen. ..." with 
- 12:23:47 Catherine North: Is it fair to say normative truths are constructs? Are objective truths constructs?
- 12:26:31 Royce Holladay: Two different normative truths: It's like the Inquiry practice: Turn disagreement into shared exploration....T
- 12:27:45 Matt Cobb | WB: Normative Truth for my Wicked Issue is: "You don't have to hate/dislike/disapprove of someone/something in order to love/like/approve someone/something.
- 12:28:47 Royce Holladay: I would think, @Catherine, that yes, by one definition, normative truths are constructs. I would say that when individuals accept the objective truth for their normative they may build constructs around them as examples, instantiations of that normative truth.

- 12:31:06 Royce Holladay: Interesting , @Matt. I need some clarification—I think I see it (particularly knowing something about what you do and who you are in your work), but can you say some more?
- 12:33:59 Theresa Du: I think my truth trap has been: Objective truth > Subjective truth; Normative truth > Subjective truth
- 12:35:13 Royce Holladay: @Theresa, is Glenda talking about your trap, right now?
- 12:35:22 Matt Cobb | WB: As a priest and activist, there is a Normative Truth that comes along in many peoples movements, which appears to need to polarise on a spectrum of difference. Competing cultural and civic values are oftentimes leaning on playing defence first and foremost, rather than playing offence in balance with defence. Is it possible to Bypass the spectral analysis where polarisation lives and go for Prisms instead?
- 12:35:25 ASC: Love it - you only get in trouble when you are confused....
- 12:35:36 Theresa Du: Replying to "@Theresa, is Glenda ..."
yea, pretty much, and then some
- 12:36:26 Mary Nations: Reacted to "As a priest and acti..." with 👍
- 12:36:47 Royce Holladay: @Matt, that's what thought...And I love that perspective. "I can love you and disagree with you, but I don't have to hate you to love..."
- 12:36:55 Anna Rinick (she/her): to meet people where they are, it can be frustrating but what is perceived as true is in that place, true and the inverse as well--what is perceived as untrue is untrue...
- 12:37:36 Anna Rinick (she/her): that is why i like looking through the lens of 4 truths
- 12:38:10 Matt Cobb | WB: Reacted to "@Matt, that's what ..." with 😊
- 12:38:15 Karen Wilmot: What may be helpful to facilitate a discussion with a group who holds many truths near and dear to them that are in direct conflict with the truths of others? I am working with a team that has very entrenched conflict and it's hard to help them get unstuck.
- 12:38:31 Royce Holladay: Telling your story is one thing...Being stuck in your story is another!
- 12:38:43 James Goetz: reminds me of the question "Do you want to be helped, heard or hugged?"
- [When Someone You Love Is Upset, Ask This One Question](#)
- 12:39:08 Kim Petersen (Costa Mesa, CA): The Four Truths seem to be competing with each other

- 12:39:33 Anna Rinick (she/her): Replying to "@Anna, objective dat..."
i do agree the we HSD people see it hopefully, and helpfully
- 12:39:54 John N Murray: @Kim not always in tension, I think! And, in sticky situations, very often so:)
- 12:40:03 Jessica Ensminger: Reacted to "reminds me of the qu..." with 👍
- 12:40:23 Anna Rinick (she/her): helped heard or hugged...awesome
- 12:40:29 Kim Petersen (Costa Mesa, CA): @john agreed
- 12:40:34 Roya Damabi: Is there ever a threshold of objective truth that's needed in the context of decision-making?
- 12:41:16 Roya Damabi: Or, in that case - focus needs to be on dialogue & stories first in order to move forward....
- 12:42:42 Royce Holladay: Roya, one of the ways I think about that is that you have to know how much money, time, or other resource is needed. Maybe you need to know the facts about what has happened before. Who's in the room, etc....All of those are necessary objective truths involved in decision making—but of course there will be subjective and normative truths about even those "facts". Does that make sense?
- 12:42:56 Theresa Du: Sounds like, normative truths ~ similarities; subjective truths ~ differences ...
- 12:42:58 Mary Nations: Replying to "The Four Truths seem..."
I think of the `complex
- 12:42:59 Matt Cobb | WB: Cry for Help | Cry for Voice | Cry for Hug but for the sake of Complex Truth Cry for Tears are for Sharing
- 12:43:04 Royce Holladay: And you came up with a good thought while I was responding...thanks..
- 12:43:38 Royce Holladay: @ Matt...very poetic way to say it...beautiful. Thanks.
- 12:43:43 Mary Nations: Replying to "The Four Truths seem..."
oops...I think of the `complex' truth as a description of the tension between the other three
- 12:44:09 Anna Rinick (she/her): i like the 4 truths because it allows you to work with people in a more accepting way and not argue about "truth" in the more controversial but traditional fashion right away
- 12:44:28 Roya Damabi: Reacted to "Roya, one of the way..." with 🙏
- 12:44:55 ASC: Replying to "The Four Truths seem..."

I agree, Mary. That is how I think about it too. It helps me to have a larger container to find a way forward.

- 12:44:56 Royce Damabi: Yes - thanks @Royce!
- 12:46:05 Royce Holladay: I really like considering how the 4 Inquiry practices help with understanding, navigating the 4 truths...1) Turn judgment into curiosity; 2) Turn disagreement into shared exploration; 3) Turn defensiveness into self-reflection; 4) Turn assumptions into questions.
- 12:46:22 Royce Holladay: @Roya, it was a really good question.
- 12:47:08 Royce Damabi: Reacted to "@Roya, it was a real..." with 🙏
- 12:47:41 Theresa Du: No Karen! Not sick of it at all:)
- 12:48:30 Royce Holladay: @Karen, good way to talk about it that way...
- 12:49:07 Royce Damabi: Reacted to "I really like consid..." with 👍
- 12:49:29 Anna Rinick (she/her): I still struggle and have to work hard to make sure I am standing in inquiry and not leading lol or being otherwise bossy-ish
- 12:50:03 Royce Holladay: Shocking, @Anna. That never happens to me....(😬)
- 12:51:03 Royce Damabi: Reacted to "Shocking, @Anna. Tha..." with 😬
- 12:51:11 Matt Cobb | WB: Im standing in inquiry on Legitimation Narratives and their purpose for what Habermas was after here in the 4 Truths. Is it to work on and resolve conflictual situations through a nonviolent paradigm?
- 12:52:51 Royce Damabi: There are some subjective and normative truths I hold that I'm not interested in changing and that inform my practices, facilitation, etc. - for instance, around equity and showing up with each other. Making them explicit so that people can also self-select in or out to working with you if you have non-negotiables has been helpful.
- 12:53:13 Matt Cobb | WB: It appears that Habermas was a nonviolent activist and did not want a repeat of genocide on his watch. Legitimation Narratives appear to require nonviolence in order to hold their legitimacy.
- 12:53:22 Royce Holladay: Matt...Habermas, in fact, was about the value of these in transformational interactions. I am also curious about narrative...and want to explore that question, based on your question...thanks.
- 12:54:21 April Schnell: Amen!
- 12:54:28 Mary Nations: Interesting, Matt - do you have a favorite resource regarding Legitimation Narratives?

- 12:54:35 Royce Holladay: Nice, Roya. Self-awareness and integrity are important in helping people know whether they want to work with you—and whether what they need is work you are willing / able to do.
- 12:55:08 Daryton Ramsey: How do you avoid the conversation turning into a space where relativism trumps all..
- 12:55:39 France Larouche: Reacted to "How do you avoid the..." with 👍
- 12:55:49 Matt Cobb | WB: Replying to "Interesting, Matt - ..."
Jurgen Habermas
- 12:55:50 Roya Damabi: Reacted to "Nice, Roya. Self-awa..." with 🙏
- 12:56:46 Royce Holladay: Daryton, great question—for me, mostly it's about focusing on the work the group needs to do together...Relativism may be fun and interesting when there's no work to be done, but drawing back into the complex truth—what can we agree on to work toward this shared outcome is how I try to handle this.
- 12:57:02 Logan Dean (they/them): "insituting an agile system across the board" -
- my heart hurts
- 12:57:03 Theresa Du: I am getting some sense that part of the complex truth is just being able to tease out the objective, the normative, and the subjective... In any conflict/uncomfortable situation, I think these things are confused with each other and then used to push one perspective or another again and again
- 12:57:31 Royce Holladay: I get ya, @Logan!]
- 12:57:50 ASC: @ Dayton I find that it is the "realist" perspective that lies between positivism and relativism that relates to what Glenda has named as "fit for function"...what is true and useful
- 12:59:03 Anna Rinick (she/her): Reacted to ""insituting an agile..." with 😊
- 12:59:34 Anna Rinick (she/her): stop decide do
- 12:59:44 Mac Benavides (He/Him): I am appreciating this model of the four truths. It is in line with the model I used in my dissertation research. I am currently reflecting on the opportunities this presents for building facilitation capacity to encourage participants to avoid "agree to disagree" outcomes
- 13:00:03 Roya Damabi: THANK YOU Royce and Glenda! 😊
- 13:00:05 Kerry Priest: thank you!
- 13:00:07 Royce Holladay: @Maac...lovely, I would love to hear morn
- 13:00:07 Mac Benavides (He/Him): Thank you!

13:00:07 Shelley S: Thank you!

13:00:08 Anna Rinick (she/her): thank you as always for this moment of sanity and support

13:00:08 Anna Prescher: Thank you!