

# Welcome to the Community Engagement Learning Network!

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# New resource launching in January 2026!

Does your organization have room to improve how you engage people with lived experience?

Curious how to strengthen your practices?

Too busy to read through 100 pages and need tailored advice?

We got a resource for you!



Sign up to receive  
updates from INSPIRE!

- 📍 Please join us for our next session on **Jan 28th** from 3-4:30pm ET
- 📍 Featured presenter:  
National Institutes of Health's  
Engaging the Public as  
Partners in Clinical Research  
(ENGAGE) Initiative



**Community engagement** refers to the different ways in which health (& social) care organizations can reach out to, engage, and partner with people with lived experience, with the goal of working together to improve healthcare and achieve positive health outcomes.



# Community agreements

- 🌀 Take space & make space
- 🌀 Listen to understand, speak to be understood
- 🌀 No one knows everything, but together we know a lot

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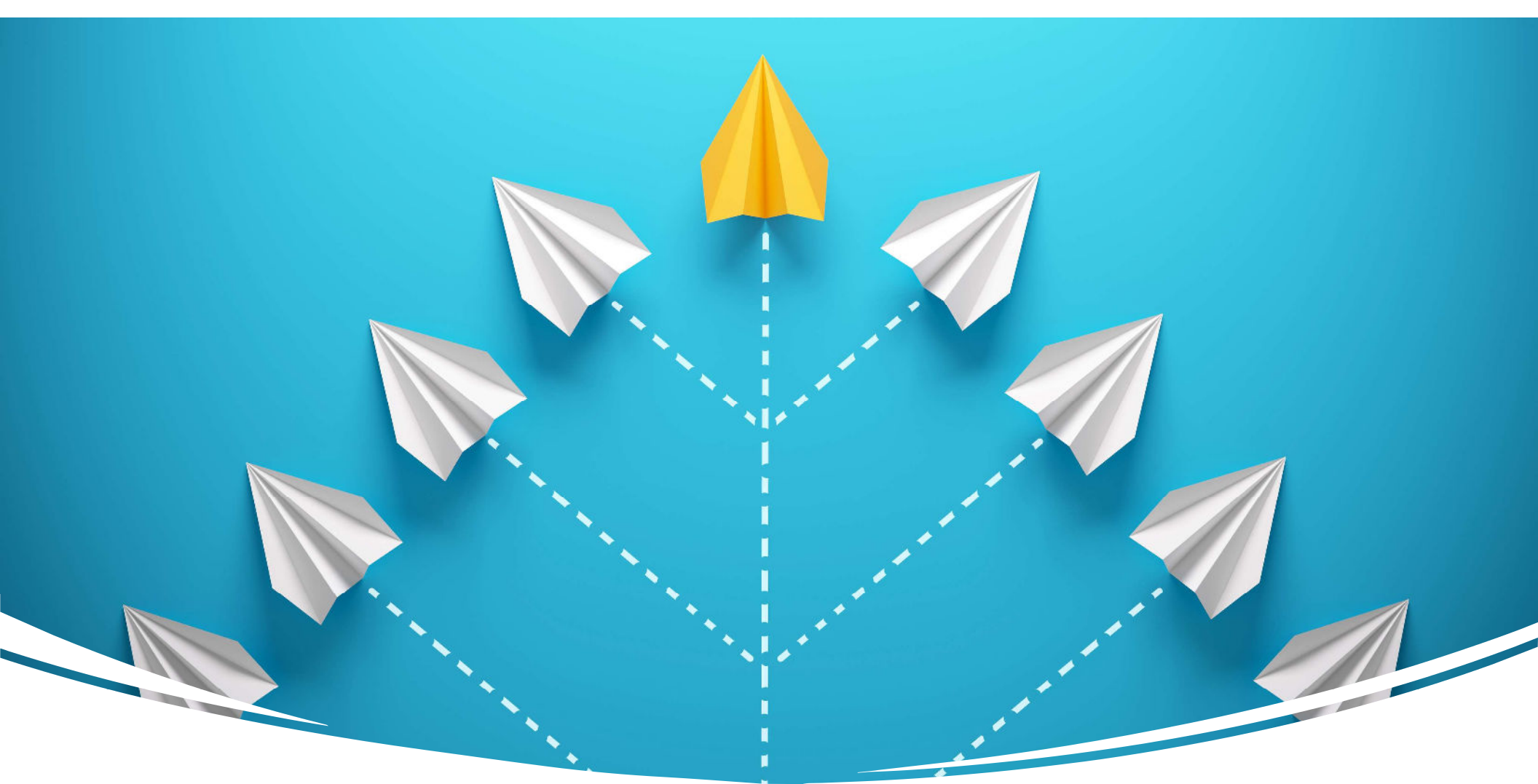
# Navigating Conflict Together

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# Welcome & Purpose

- Introductions
- Why are we talking about conflict?

# What We'll Cover Today

Today we will:

- Share a story of conflict and resolution
- Explore how to use communication strategies and tools to work through conflict together
- Highlight how to handle conflict in ways that can strengthen relationships





A Story: When Conflict Became Connection



## What Happened

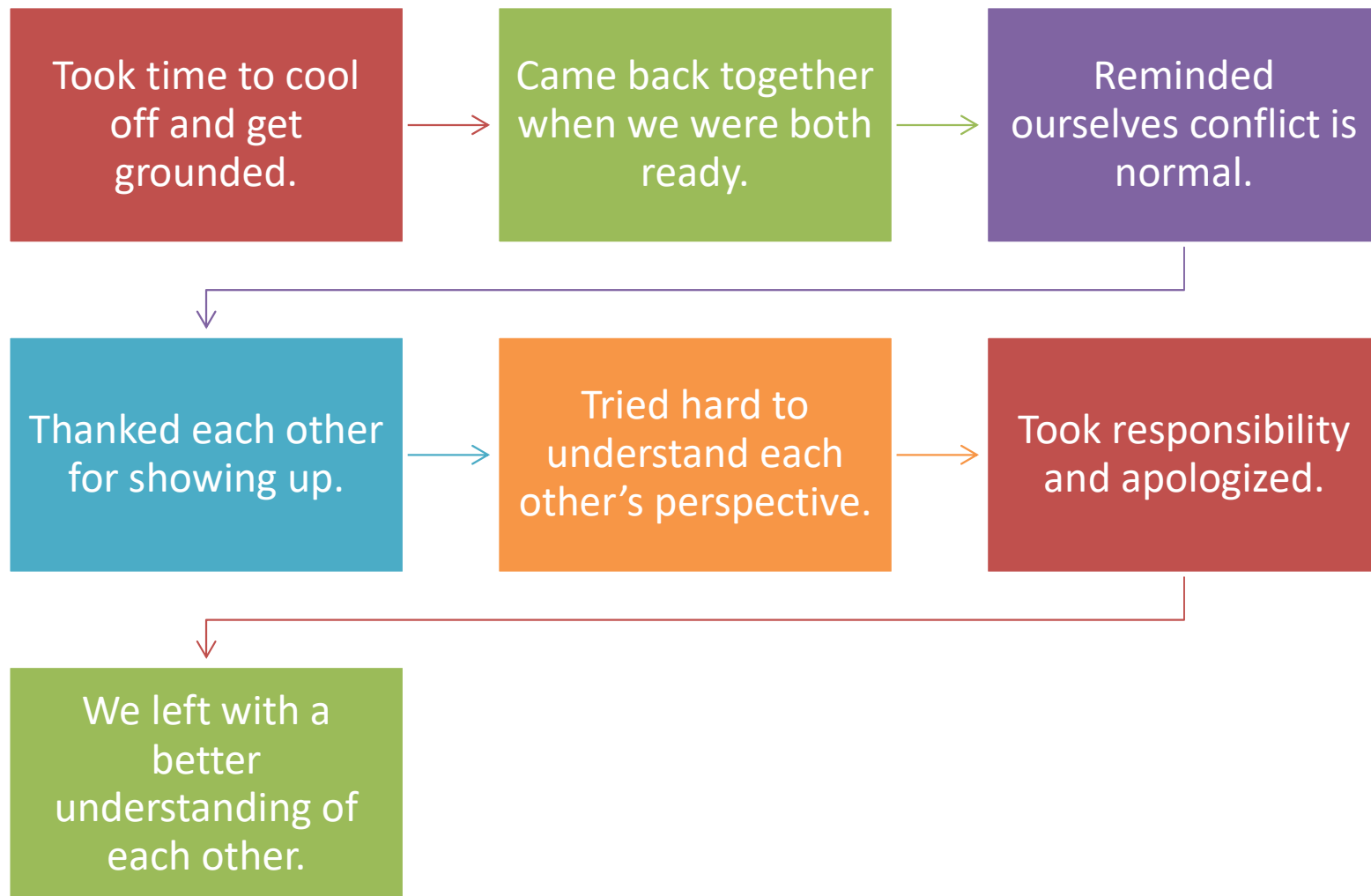
Change and uncertainty  
triggered tension.

Feeling unsupported  
intensified conflict.

Strong emotions  
surfaced.

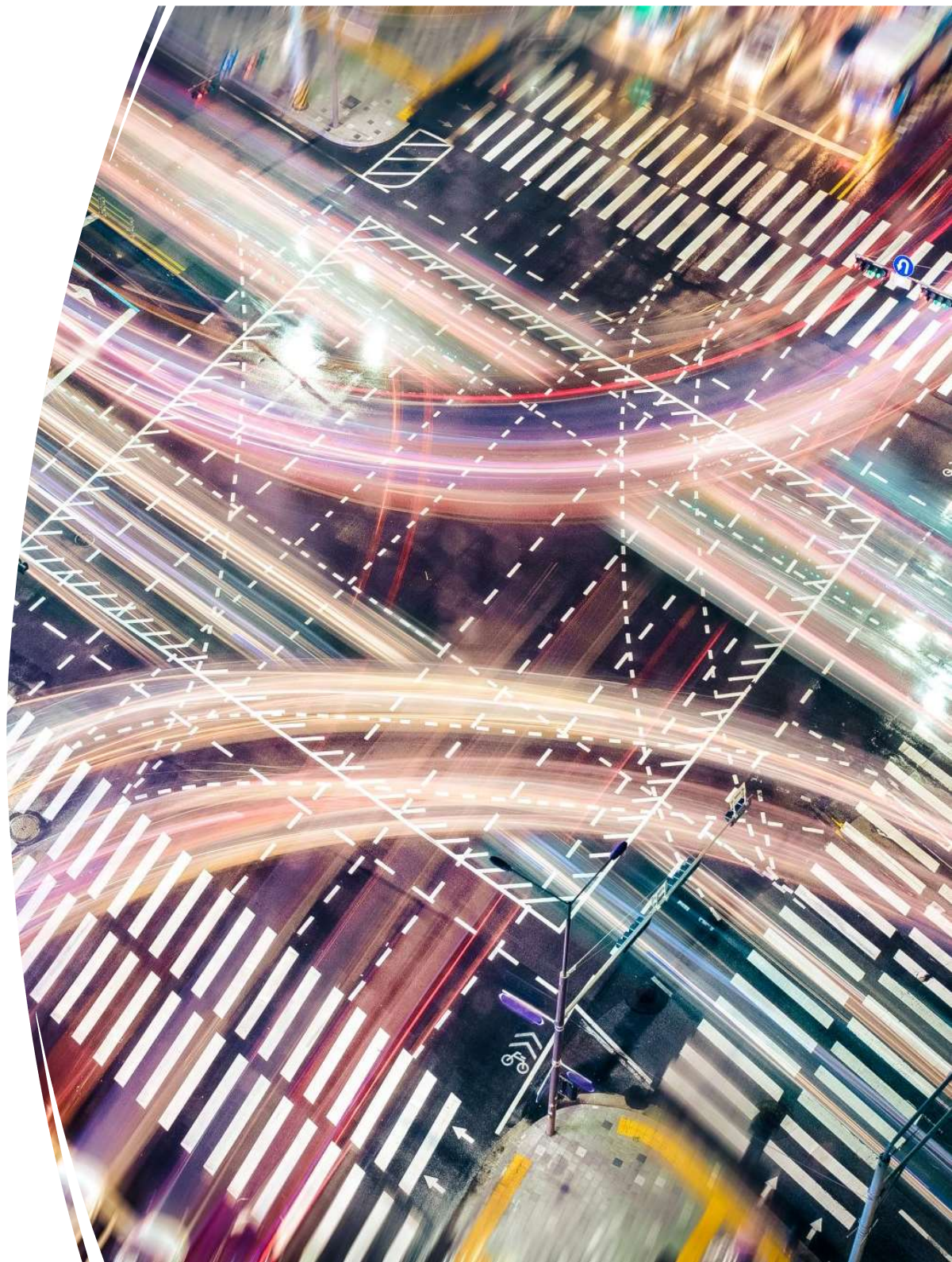
# What Helped: Strategies to Address Conflict

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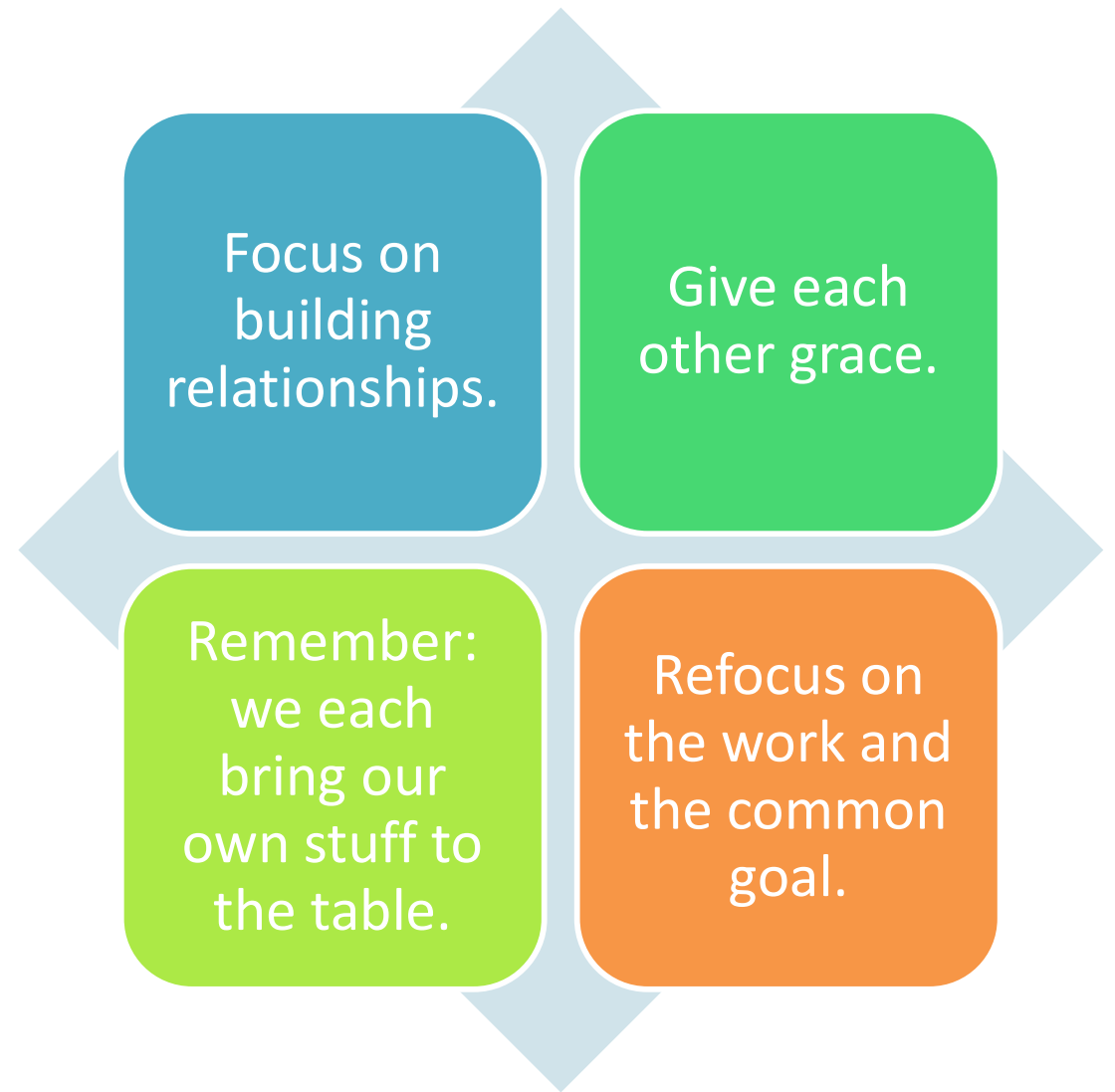


What helps  
your group  
work through  
conflict in  
constructive  
ways?

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# Key Lessons Learned



# Where Conflict Can Show Up

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Two common types:

1. Between the staff liaison and board members
2. Between board members



# Tools That Have Helped



GROUP  
AGREEMENTS



CONFLICT  
RESOLUTION &  
EFFECTIVE  
COMMUNICATION  
TRAINING



GRIEVANCE  
GUIDELINES



## Group Agreements

- Group agreements we used to help resolve our conflict
- Why group agreements matter
- Process our team used to create group agreements

# Developing Group Agreements

1. Team members took time to think on their own.
2. We talked together as a team and drafted the group agreements.
3. We worked together to choose 10 group agreements.
4. We ensured all team members could commit to all 10 group agreements.
5. We start each meeting by reviewing the group agreements and end it by checking in about how we did honoring them.



# Conflict Resolution & Effective Communication Training

## Why it matters:

- Builds shared language and skills for addressing conflict
- Offers opportunity to build relationships, get to know each other, and strengthen team unity

## Examples of skills we practiced:

- Clarifying what the disagreement is about
- Using active & reflective listening
- Using “I” statements



# Grievance Guidelines

## Why they matter:

- Give everyone a clear, predictable way to raise concerns
- Reduce confusion about things like “who do I talk to?” for support
- Help people know what support is available

# Developing Grievance Guidelines



1. Start simple by naming values and principles.
2. Write down a basic flow.
3. Build on what you already have.
4. Think about equity, inclusion and trauma-informed practices.
5. Make them a living document.
6. Talk about the guidelines regularly.

# Reflection & Discussion

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💡 What is one action step you could take to strengthen conflict resolution on your team?

# QUESTIONS

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# Community Building

- 📍 Community Engagement Learning Network Feedback Session to inform 2026 planning