



ACE-ing Communication & ACE-ing Conflict

Successful communication is much more challenging than it seems. Rather than listen fully to each other, we often are internally preparing our own response. Now digital communication may be reducing opportunities to practice the essential elements of effective face-to-face communication.

As we communicate across differences like age, personality, gender, race, sexuality, or religion, the challenge deepens. The ACE-ing Communication & ACE-ing Conflict learning session helps teams enhance communications skills that are so important and *yet so rarely used*.

The ACE-ing Communication & ACE-ing Conflict Learning Session:

1. Encourages organizational stewardship through effective communication.
2. Deepens understanding of the impact of our words.
3. Increases skill and comfort level for resolving miscommunication and conflict across differences, using true-to-life scenarios.

The ACE Approach

- **ASK:** Ask a rapport-building, curious question
- **CLARIFY:** Make sure you understand others' thoughts and feelings
- **EXPRESS:** Express your feelings, beliefs, and wants using 'I' statements

"The session developed the content and skills in our staff so they can address challenging topics they face with students and families."

— Skip Moran, Principal
Armstrong Elementary, Highland Park ISD



The 90-minute learning session includes structured role-play to ensure participants fully understand and can use the skills. However, mastery of the skills increases with additional exposures. We also offer reinforcement emails and brief reinforcement scenarios for use in team meetings.