



**Aquaculture  
Deep Dive:  
Navigating Conflict  
using  
Effective  
Communication  
Stay Curious!**

Welcome!



# Land & Sea Together

## Mission

Land & Sea Together is building a network of services and opportunities to reduce stress for fisheries, forestry, and farming (FFF) enterprises, workers, and their families in Rhode Island.

# The Center for Mediation and Collaboration RI

## Mission

**To empower people to resolve their  
disputes peacefully and respectfully.**

## AGENDA

Our  
time  
today

- **Define conflict**
- **Barriers to Good Relationships**
- **Effective Communication**
- **Common Scenarios**
- **Additional Support**



# How Do You Know there is Conflict?

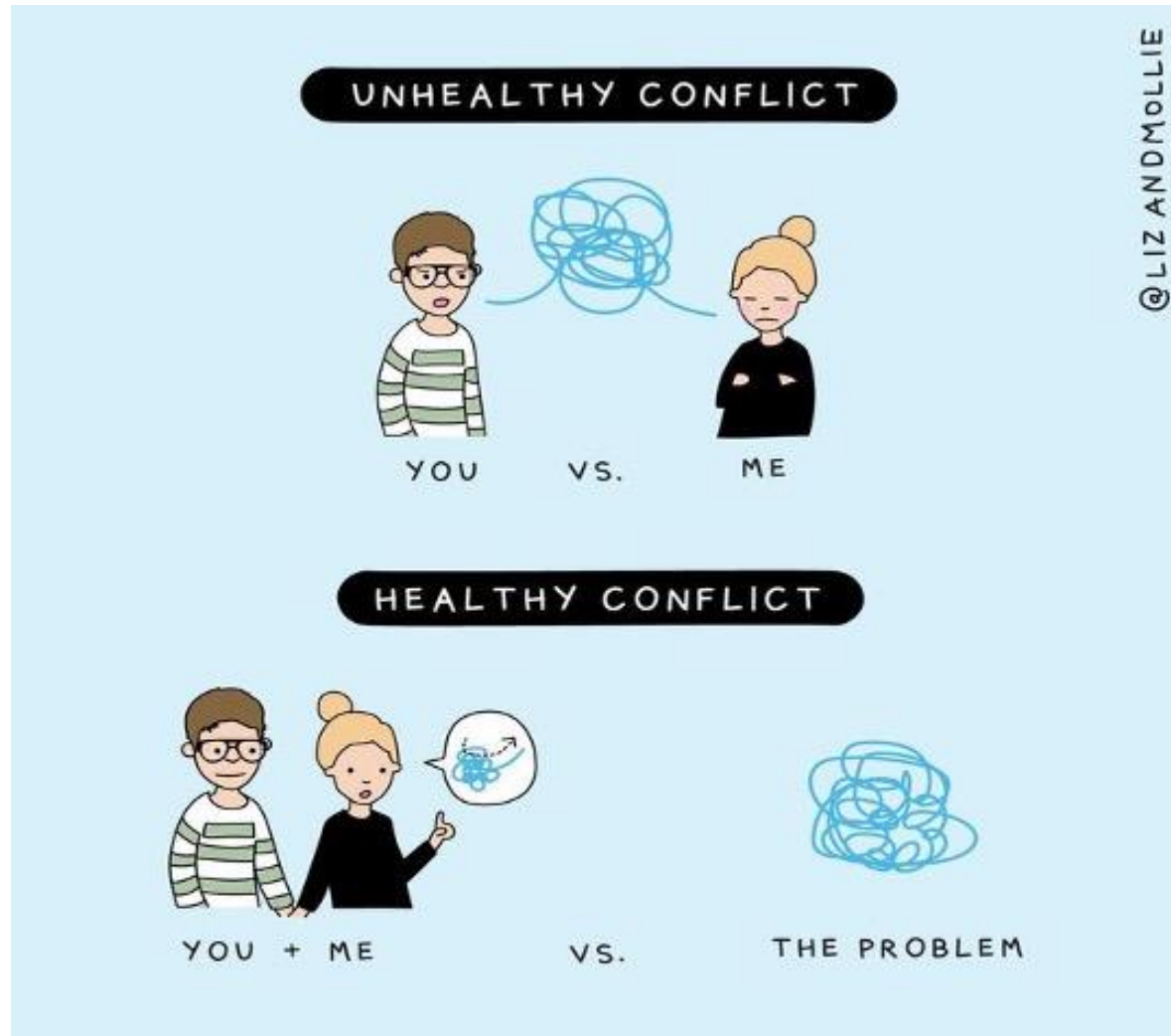
- Looks like....
- Sounds like....
- Feels like....

# Definition

One definition of conflict...

A sign that someone's needs are not being met.

# The Shift





## 3 Steps to Finding the Path Through Conflict

# Finding the Path Through Conflict

- 1. Identify the conflict-what** are the needs that are not being met? Who is impacted? Where is it happening?
- 2. Determine your desired outcome-** future relationship? Time?
- 3. Identify your path-** How will you *stay curious*? When will this take place? Where will this take place? What communication methods will you use?

# Barriers to Good Relationships

What gets in the way of good relationships with neighbors?

# Barriers to Good Relationships

Lack of communication

Assumptions

Misinformation

Notice- late or not at all

Unknowns (sight, sound, smell, traffic,  
strangers)

# Overcoming Barriers: Effective Communication

**I know you believe  
you understand  
what you think  
I said, but I am  
not sure you  
realize that what  
you heard is not  
what I meant.**

# Effective Communication

**As early as possible**

**As complete as possible**

**Say This, Not That!**

**Effective  
Communication:  
As Early As  
Possible**

**Talk about the plans- to  
everyone!**

**CMCRI can help to  
facilitate these  
conversations**

Effective  
Communication:  
As Complete As  
Possible

**Share all of the information-  
you want folks to hear it  
from you**

**In person**

**Phone**

**Email**

**Text**

**Body Language**

**Communication:  
HOW?**



## PHRASES THAT BUILD COOPERATION

**Say This!**

- No wonder you're feeling frustrated
- Please tell me what happened
- Let me write this down so I've got it right
- I'm sure we can find a solution
- Let me see if I understand you clearly
- Thank you so much
- I hear what you are saying

## PHRASES THAT ESCALATE CONFLICT

**Not That!**

- I already told you that
- It's not my fault
- You are not listening to me
- That's not my job
- There's nothing I can do about that
- I don't make the rules
- You need to calm down

# Communication: Checklist

## Aquaculture Conflict Effective Communication Checklist



- Be Prepared!
  - Have your plans, map, proposal details available
  - Pictures are helpful
- Practice what you are going to say
  - Don't use abrasive language
- Be open and approachable
- LISTEN to the concerns
- Educate and be specific
  - Type of gear (floating or bottom)
  - What will be visible
  - Operation times (morning, evening, midday)
  - Seasonal changes of being on the farm
- Offer a farm tour (if possible)
- Explore resources such as mediation services, offered through Land & Sea Together



# Practice!



Wrapping  
It  
Up

## Resources Available Ag mediation Farm Succession Planning

<https://cmcri.org/service/agricultural-mediation/>



Questions

**Questions???**

Feedback  
Please!

