

Preparing for your collaborative process

Katie Pratt, Director, OCDR June 11, 2025



Office of Collaboration and Dispute Resolution (OCDR)

- Serve in an impartial capacity to:
 - Help resolve disputes in the public interest
 - Support collaborative problem-solving in Minnesota
- Work with state, local, and Tribal government, all three branches of government, on any issue area.
- Located in the Minnesota Department of Administration.



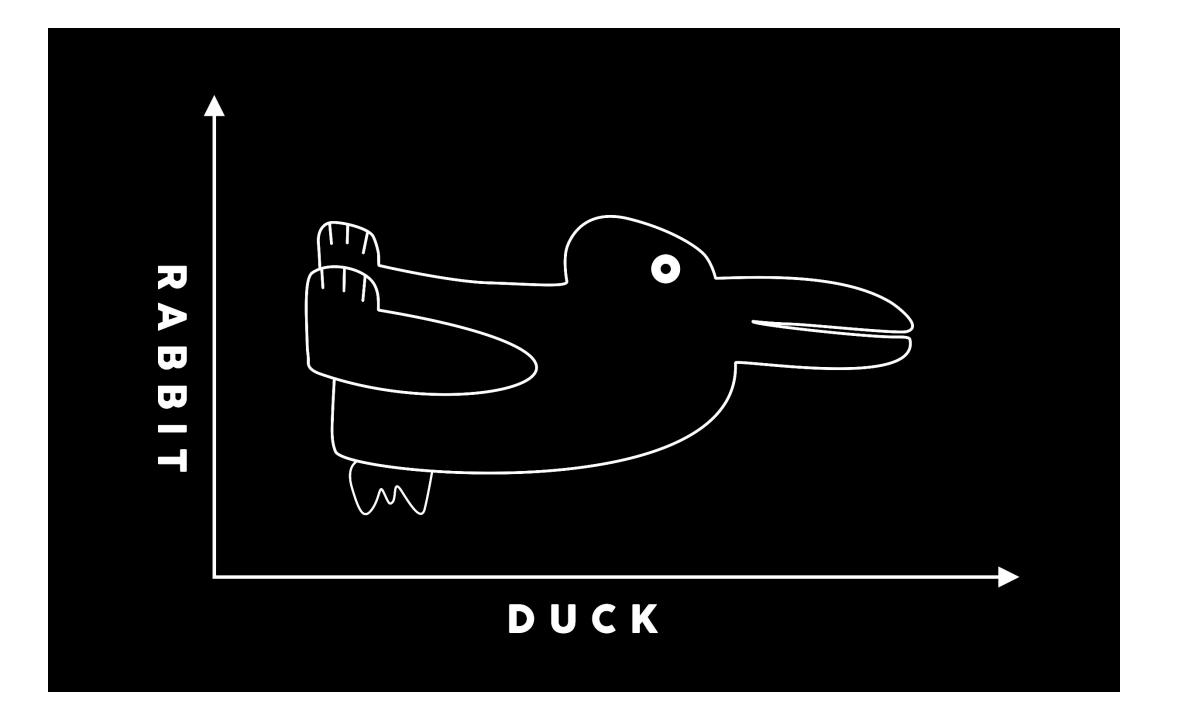
Untangling complex problems



What is the most important piece of advice you would give to a group working together to resolve a complex issue?

Practice Curiosity

1.



Problem-solving mindset



• Adversarial mindset: Goal is to win and prove you are right. Assume the other side has negative intentions. Assume you know what is best. Zero sum. Reactive.

• **Problem-solving mindset:** Goal is wise outcomes. Assume positive intentions. Approach the situation with curiosity and assume you need to learn their story. Mutual gains. Reflective.

Cognitive errors

- We make many cognitive errors when we try to work together. Having self awareness of our cognitive errors helps us work together more effectively.
- Examples:
 - Confirmation bias
 - Motive attribution asymmetry
 - Out-group homogeneity effect



Perspective taking

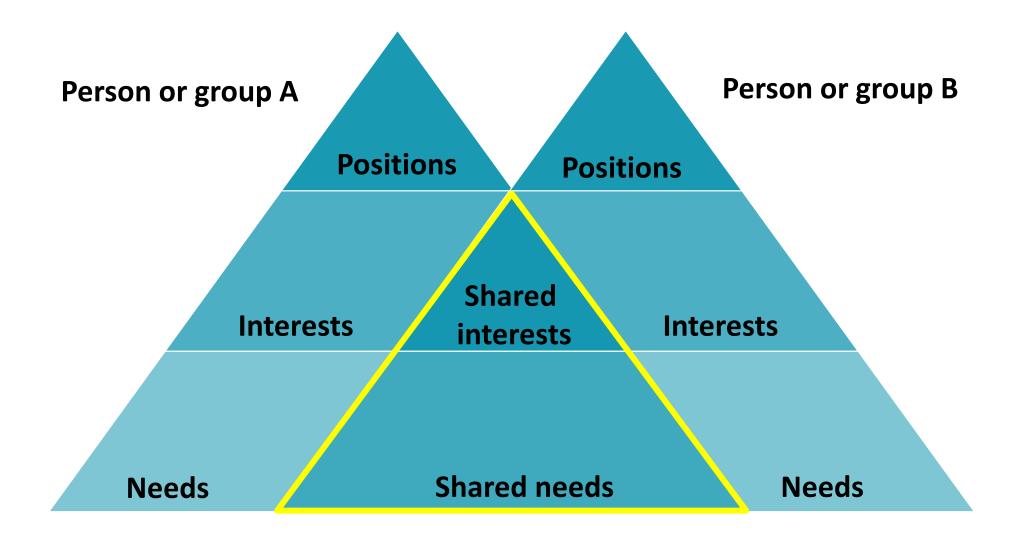
Being able to see someone else's perspective doesn't mean that they are right or that you agree with them.

It simply means that you are **willing to acknowledge** that it is the experience of the other person, and therefore true for them.

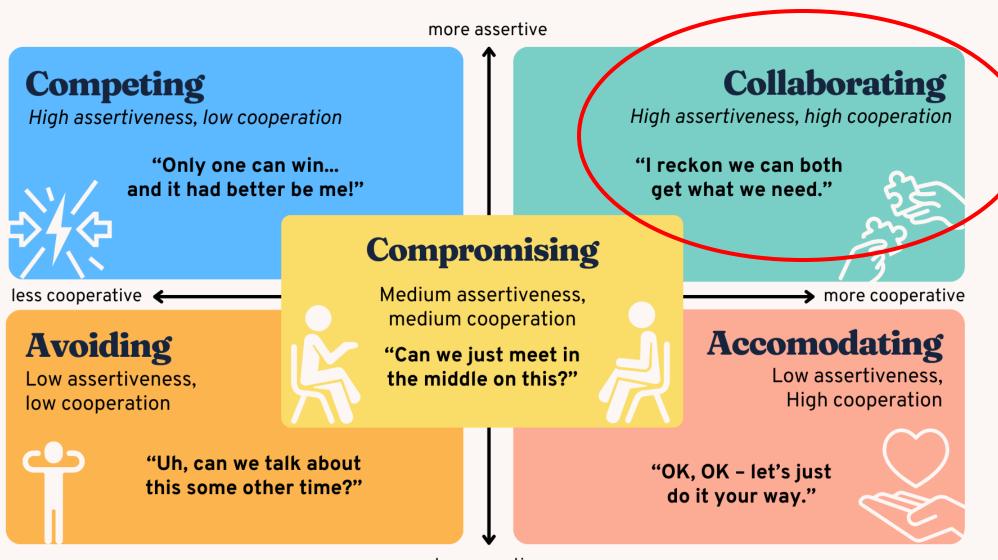


2. Integrate multiple needs

Find areas of shared interests and needs



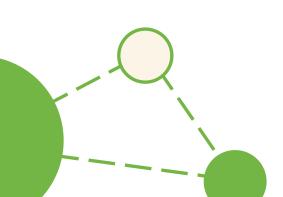
Thomas-Kilmann Conflict Model



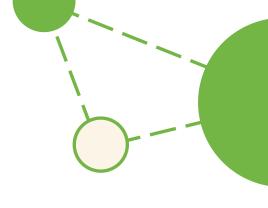
Source: Kenneth Thomas and Ralph Kilmann, 1974

less assertive

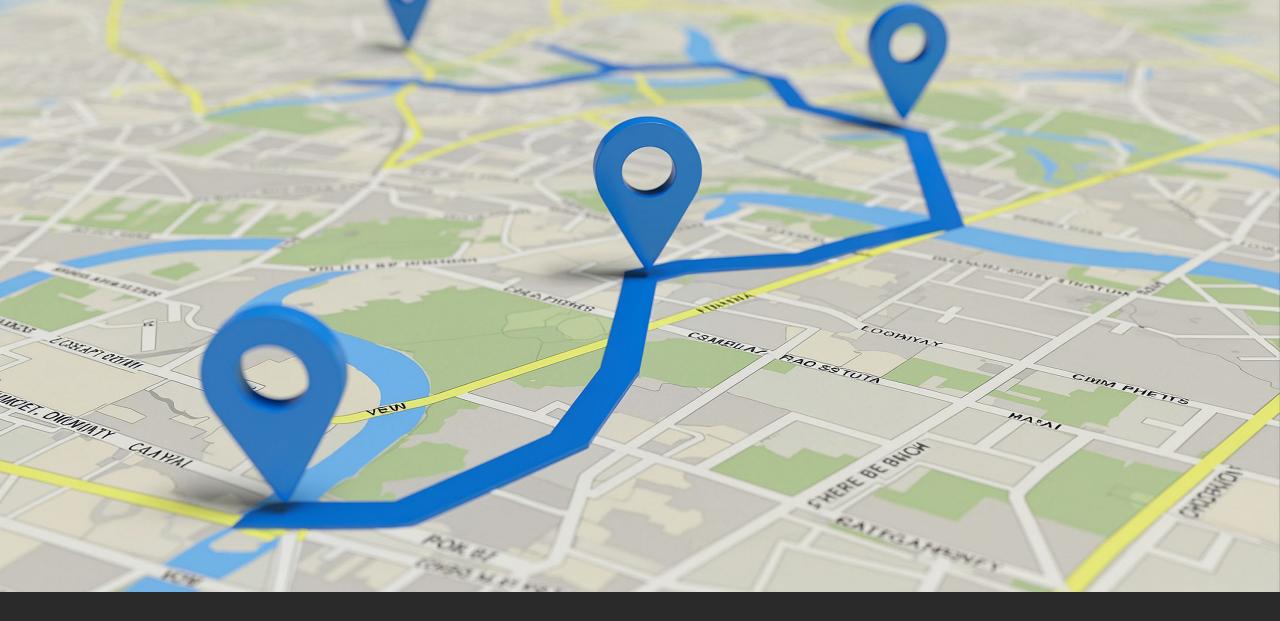
BiteSize Learning



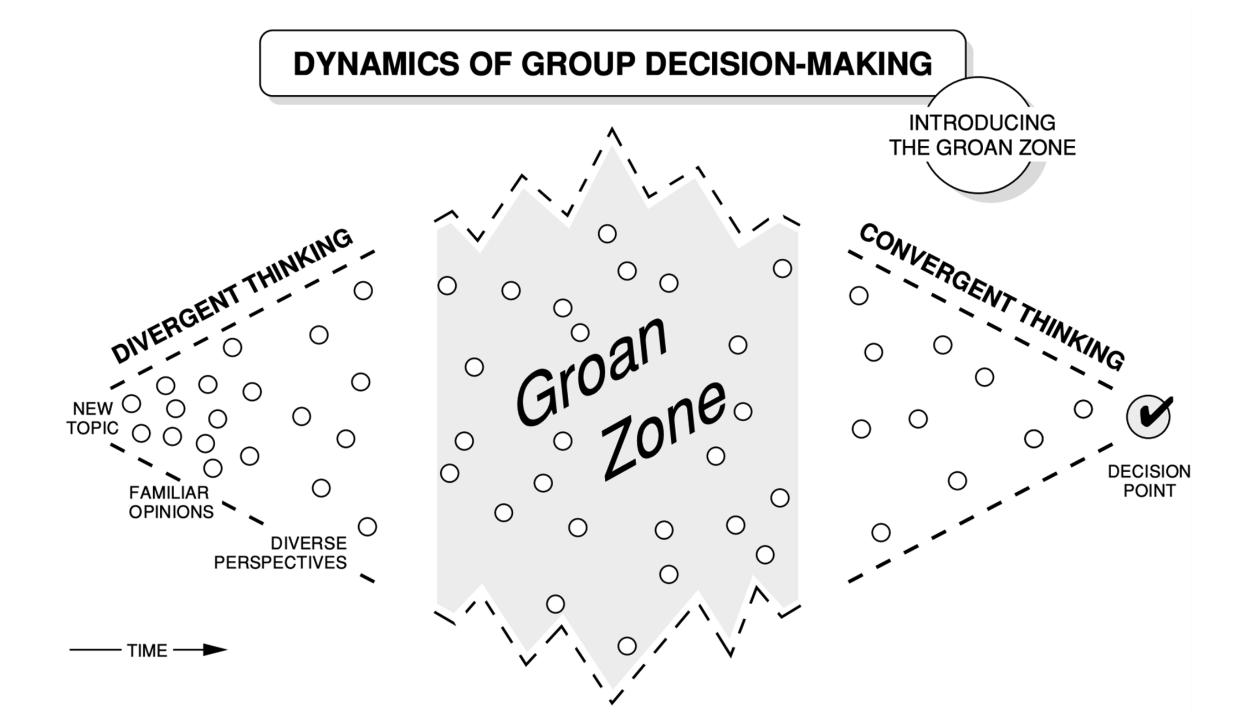
Only Proposals That nclude Others Needs Succeed



3. Respect the process



Actively shape the process and the collaborative journey



Grace and humility

- Bring your best self to the dialogue and help others do the same
- It's OK to talk in first draft
- Extend grace
- Show humility
- Have patience







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