

AN IMPACT EVALUATION

COMMUNICATION ACROSS DIFFERENCES: RESETTING THE TABLE'S CONTRIBUTIONS TO STRENGTHENING ORGANIZATIONS AND BUILDING HEALTHIER, MORE RESILIENT COMMUNITIES

SUMMARY OF FINDINGS - FEBRUARY 2025

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INTRODUCTION

Resetting the Table (RTT) works to equip community leaders with tools and skills to enable “collaborative deliberation” in the face of strong differences on contentious issues. The goal is to transform ideological disagreement and conflict into an engine of strengthened relationships and problem-solving, ultimately to build healthier communities and a more cohesive, resilient society. For that purpose, RTT has developed a toolkit of processes, including communication skill-building workshops, facilitated community dialogues, narrative training for media makers, multi-perspective educational resources, 10-month intensive trainings, 4-6 session professional development and learning cohorts, and decision-making forums. To date, RTT programs have directly reached more than 80,000 participants across the United States from various walks of life, including people who hold vastly different political views as well as professional roles, ranging from clergy from various faith traditions to TV writers to leaders of national and regional community organizations.

THE EVALUATION

In 2023-24, Research Success Technologies conducted an in-depth evaluation focused on RTT’s work with leaders working within a particular communal context at the time of their participation in RTT programs, offering insights applicable across diverse sectors and community settings.¹ RTT defines leaders as “people with the social capital to influence behaviors and norms within their spheres of influence.”² The purpose of the evaluation was to assess the impact of RTT’s training programs and to provide insights for the organization’s future development.

Key questions explored include:

1. **Enabling Positive Change:** How do leaders use RTT skills to strengthen their organizations and communities in general, and those facing political division in particular? What are the broader changes resulting from RTT practices?
2. **The Trainings:** How do participants’ feelings of preparedness, confidence, and anxiety evolve during the training? What is the contribution of participation in the training programs on leaders, their institutions, and their sectors or circles of influence?
3. **Maximizing RTT’s Impact:** What factors are needed to maximize RTT’s contribution, and how can future efforts strengthen RTT’s long-term impact?

METHODOLOGY

This evaluation assessed RTT’s impact via three audiences:

1. Participants in programs (detailed below) run by RTT during the evaluation period;
2. Alumni of RTT programs who participated in RTT programs 2-10 years prior to this evaluation;
3. Field experts, who are leaders with expert understanding of the sectors in which RTT alumni work or volunteer.

Best Case Interviews

17 in-depth interviews were conducted with 19 alumni of RTT programs. Interviewees represented a diverse group assessed by RTT staff as “best-case” examples of their impact. These interviews aimed to understand RTT’s impact when optimal conditions were in place. They also provided insights into how RTT’s skills foster organizational and communal change, highlighting both current limitations and future possibilities.

Representative Sample Interviews

12 alumni and 3 field experts were selected based on RTT alumni survey responses, ensuring diversity in professional

¹ Funded by the Jim Joseph Foundation, the study specifically focused on a subset of RTT trainees: leaders who were working in the Jewish community at the time of their participation.

² Text adapted from Resetting the Table website, <https://www.resettingthetable.org/strategies>

expertise and degree of RTT's impact. The goal was to explore the potential for RTT's influence on leadership and communities, as well as the factors that may hinder broader impact.

Alumni and Training Seminar Surveys

195 alumni responded to a survey in March and April 2024, grouped by the intensity of training received. Additionally, 15 cohorts completed start and end surveys between October 2023 and June 2024, with data comparing responses only from those who completed both. When responses were analyzed by “intensity of training received,” the following definitions were used:

- High Intensity: 10-month intensive training program
- Medium Intensity: 3-6 session professional development learning cohorts
- Low intensity: 1-2 session trainings

THE NEED FOR COMMUNICATION ACROSS DIFFERENCES

Communication across differences, while challenging, is a vital component of communities, organizations, and pluralistic societies. As shown in this report, communication across differences encompasses a wide range of contentious issues that, when not addressed, become the source of potentially destructive division. Common issues inspiring charged differences include race, immigration, abortion, the Israeli-Palestinian conflict, and the role of government. Skillful dialogue across divides can lead to deepened relationships, creative problem-solving, stronger organizations, more robust civic engagement, and healthier societies that are resilient against violence and hate.

The contribution of RTT's training for communication across differences came into sharp focus during the period in which our research was conducted. The project's launch meeting occurred in mid-October, 2023, the week following the beginning of the Israel-Gaza War. The fallout which continues, and its impact on alumni of RTT's programs, have afforded deep insight into the critical need for communication across differences in this time.

Our research shows many RTT alumni navigating the emotional and ideological reactions to the Israel-Gaza War by promoting open, empathetic dialogue, particularly as leaders and organizations grappled with differing perspectives regarding the war itself, as well as the way the war impacted American college campuses, organizations, and communities, including rising antisemitism, anti-Muslim bias, and identity-based hate.

In this time, many Americans fear directly addressing ideological divisions that exist within their communities, organizations, and the larger society around them. This report tells the story of how skillsets and mindsets for communication across differences can transform ideological diversity from a potentially destructive force into a resource for building healthy, cohesive, and resilient organizations and communities. The report also grapples with the difficulties of reaching the ideal and maximizing the impact of communication across differences.

KEY FINDINGS: POSITIVE CHANGE THROUGH COMMUNICATING ACROSS DIFFERENCES

THE IMMEDIATE IMPACT OF RTT TRAINING: PREPAREDNESS AND CONFIDENCE

Immediately after participating in RTT programs, participant surveys show increased skills, tools, confidence, and preparedness to foster productive communication across differences on contentious issues (exhibits 1 and 2).

Exhibit 1. To what extent do you agree or disagree with the following statements?

Likert scale from 1 = “Strongly Disagree” to 7 = “Strongly Agree”	PERCENT WHO AGREE (5 OR ABOVE)		CHANGE IN PERCENT AGREE
	PRE	POST	
I have the tools I need to facilitate discussions in which participants hear and consider each other’s differing views	37%	88%	+51%
I feel prepared to open up productive conversations across differences in my community/organization	40%	78%	+37%

Exhibit 2. In your role, how prepared do you feel to:

	PERCENT PREPARED (5 OR ABOVE)		CHANGE IN PERCENT PREPARED
	PRE	POST	
<i>Likert scale from 1 = "Not at All Prepared" to 7 = "Strongly Prepared"</i>			
Show someone with whom you disagree that you understand them.	75%	96%	+21%
Directly address contentious issues (such as the Israeli-Palestinian conflict) in a conversation with someone who holds a different viewpoint	38%	83%	+45%
Directly address political disagreements in a conversation	44%	92%	+48%

Leaders in this study who entered RTT training started with different levels of experience facilitating such discussions as well as differences in their motivation and confidence to do so.

Those with less experience generally started the training feeling high anxiety about their ability to communicate across differences. These individuals emerged from the training with reduced fear, a sense of capability, and a greater awareness of the positive outcomes that communication across differences can bring.

Those with experience sought to raise their level of sophistication. They generally left the training feeling more capable yet more humble, recognizing the complexity and skill required for these conversations.

The large majority of respondents reported that the RTT training made a significant contribution in several key areas, including: (1) their interest in engaging in conversations on charged issues, and (2) an enhanced comfort level in participating in difficult discussions. They also reported: (3) acquiring useful skills for facilitating productive conversations across divergent viewpoints; and (4) increased ability to support their community or institution in navigating charged issues across differences. **While the positive effect was strong for all training intensity levels, it was strongest for the higher intensity training programs** (exhibit 3).

Exhibit 3. To what extent has participation in the Resetting the Table training contributed to:

Score: 100 = Extremely positive, 80 = Very Positive, 60 = Positive <i>Note: these scores are averages after translating a 7-point scale to a 100-point scale.</i>	Training Intensity		
	Low	Medium	High
Your interest in engaging in conversations on charged issues	76	89	92
Your comfort level engaging in hard conversations across differences	82	96	95
Your acquisition of useful skills for engaging others in productive conversations across differences	87	96	98
Your capacity to support your community/institution to engage in charged conversations across differences	83	94	97

A Regional Nonprofit Executive - Building Skillsets and Mindsets for Communication Across Difference

"The training with Resetting the Table has been transformational for me. We were taught practical and impactful skills and given the space and tools to practice them. When we were first told to engage with people across difference, I realized that I had already anticipated the other person's stance. But once we actually started, it turns out their opinion was as nuanced as mine and we grew not only in our understanding of the issue, but in our relationship to one another."

A Campus Professional - Skills Enable Actualization of Values and Objectives

"The challenge up until now has been my feelings of unpreparedness when it comes to facilitating difficult conversations among students. I always felt like I could 100% do it, but maybe not in a 'professional;' manner with specific tools and skills born out of research... Now, with at least a chunk of professional skills and tactics in my back pocket that don't come from my intuition but from seasoned experts, I feel much more comfortable and prepared to hold discussion spaces with students, which is something that has been and will continue to be 1 or 1A on my list of objectives."

LONG-TERM OUTCOMES: PROMOTING PLURALISTIC INSTITUTIONS AND COMMUNITIES

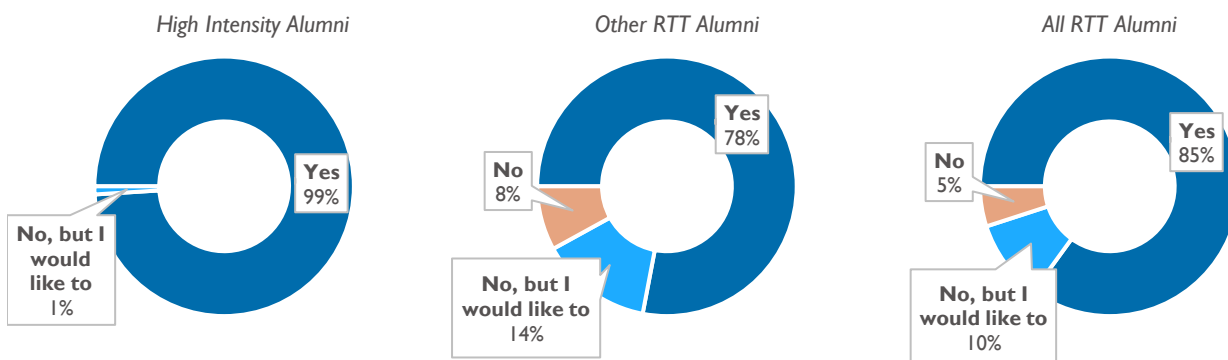
Alumni apply RTT skills and strategies across a diversity of settings to a broad array of contentious issues. The long-term goal is for RTT to enable and support leaders to build cohesive, resilient communities as they work to establish productive communication across differences as a standard for the culture of their communities, institutions, sectors, and beyond. RTT's approach enables leaders to contend with divisions and supports the work of navigating differences to build a kind of communal resilience and glue. The outcomes are: (1) **Pluralism and Cohesion**: enabling healthier communities in which diversity and difference are valued, and constructive communication occurs across generations, backgrounds, and viewpoints; and (2) **Resilience**: enabling professionals and their organizations to better respond to volatile moments and discord among their constituents, or between their constituents and others.

Because of their RTT training, the alumni interviewed and surveyed report increased ability to open up productive conversations on charged issues and viewing themselves as models and champions for doing so, leading to long term culture change supporting communication across divides in their communities.

WIDESPREAD UTILIZATION OF SKILLS

In surveys administered 1-10 years after a program, an overwhelming majority of RTT alumni (85%) have utilized RTT's approach to communication across divides (including those who did low-intensity skills training, such as a three-hour workshop). An additional 10% expressed their desire to do so. When looking specifically at **high intensity trainings**, almost all (99%) alumni have utilized RTT's approach to communication across difference in some way (exhibit 4).

Exhibit 4: Since participating in an RTT program, have you utilized RTT's approach to communication across differences in any way?



Alumni of RTT's training describe applying their RTT skills and strategies in a wide range of settings to promote nuanced understanding among community members of different backgrounds and views. Some examples include:

- On college campuses, RTT-trained professionals create spaces where students can explore complex issues openly.
- Organizational leaders apply RTT techniques to address disparate views, fostering balanced, respectful dialogue and decision-making.
- Community members use RTT strategies to navigate ideological and generational divides, strengthening communal bonds.
- Across settings, RTT skills help bridge gaps in perspective and guide constructive conversations on race, gender, immigration, the Israeli-Palestinian conflict, intergroup relations, generational differences, and more.

Additionally, in day-to-day work settings, alumni use RTT’s methods for one-on-one conversations, relationship-building, team meetings, and community outreach, demonstrating its adaptability and effectiveness in fostering healthy, cohesive communities across multiple professional and leadership contexts and facets of community life.

Exhibit 5. In which of the following contexts have you applied RTT’s approach to communicating across differences: Select all that apply.

One-on-one conversations in my work/leadership	89%
Conversations in my personal life	83%
Meetings in a communal/organizational context	73%
Facilitated groups (dialogue sessions, skill-building, etc.)	66%
Formal or informal education (classes, trips, etc.)	62%
My approach to consuming news/current events/information	52%
Public speaking or panels	31%
Other	4%
Total	100%*

*100% of respondents. Note that an individual could select more than one item so the total is higher than 100%.

Exhibit 6. Which of the following describes the relevance of RTT’s approach to communication across differences for your professional life or leadership activity? Select all that apply. RTT’s approach to communication across differences enables me to ...

Model listening to and honoring diverse viewpoints for my constituents	83%
Build meaningful and/or difficult conversations	77%
Foster an environment where mutual understanding and respect or empathy are more likely to flourish	75%
Support my participants, students, or constituents to speak and listen to each other better	69%
Contribute to the quality of the work being done at my organization or community	48%
Strengthen communal life	46%
Engage new, skeptical, resistant, or fearful audiences/constituents	46%
Build community resilience by strengthening relationships and connection across political differences	45%
Enable conversations that lead to social change	24%
Other	3%
Total	100%

Notably in the interviews, as alumni report utilizing what they learned, they are able to isolate, recall, and explain RTT’s contribution to their learning and describe using tools to communicate across differences and supporting others to do so. The following are two examples.

“RTT has transformed not only my capacity and desire to facilitate and support others to navigate their differences productively, but it has also fundamentally changed the way I see and engage with people who hold viewpoints and beliefs that are different than my own. The skills and frameworks I learned from RTT have allowed me to transform the communities that I am part of and the organization that I lead.”

"I think it [RTT] helped me be less reactive. ...The RTT skills are helpful for me in getting to a place where I don't have to convince you I'm right. I can approach you with curiosity. I can build a relationship with you by getting to a deeper understanding of who you are, where you're coming from and what you think about X or Y."

Exhibit 7 models how leaders use Resetting the Table’s tools to contribute to cohesive community in the face of ideological conflict. Productive communication on charged issues leads to healthy, respectful social environments in which leaders build connection and respect across their constituents’ ideological differences.

Tools and Frameworks for Communal Cohesion

- Encouraging engagement with diverse perspectives and fostering respectful discourse.
- Actively listening to one another and reflecting on diverse voices within the community.
- Non-avoidantly addressing differences when they arise.



Outcomes for Individual Leaders: Alumni apply learnings in professional and communal practice

- **Relationship Building:** Strengthening ties with individuals and across diverse viewpoints in the community.
- **Communal Engagement:** Reaching a broader set of constituencies and stakeholders for community building and including diverse perspectives on contentious issues.
- **Facilitation:** Engaging community leaders in understanding issues of significant importance to others. Facilitating understanding rather than seeking unanimous agreement.
- **Trust Building:** Honoring minority and dissenting views within the community, especially during decision-making processes and flashpoint moments.



Outcomes for Communities: Leading to more resilient, connected communities

- **Strengthened Community Bonds:** Relationships and communities become closer and stronger by having engaged their differences, rather than threatened by them.
- **Communal Resilience:** Moving through conflict and engaging differences across generations and viewpoints becomes a communal glue, rather than causing alienation and fracture.
- **Collaboration and Problem Solving:** Communities have broader coalitions to engage pressing issues or to confront dilemmas around policy decisions, next generation engagement, etc.
- **Insight:** Community members have more nuanced understanding of each other and contentious issues, rather than gravitating towards false binaries.
- **Greater Buy-in** and credibility for institutions, leaders, and decision-making.
- **Operationalizing Mission:** Leaders are better able to intentionally align their actions with their organization's stated values.

BEST CASE SCENARIO: ZEITGEIST SHIFTS “FROM SCARY TO ESSENTIAL”

In arenas where RTT has worked extensively, interviewees report a shift in how their sectors/organizations perceive communication across differences in general and RTT in particular. Whereas in the past, organizations and sectors were reluctant to embrace engagement across strong differences, today there is an increasing recognition that this work is a condition for the health of their organizations, communities, and larger society. RTT methods are recognized as highly effective for this purpose.

The quotes (side-right) from two senior leaders are representative statements of recognition of the value of communication across differences. Interviews reveal that many once viewed dialogue across polarizing differences as “scary” and “opening a Pandora’s box.” Now there is an increasing understanding that without intentional communication across differences, divisions become destructive and the ability to move forward on other priorities is hampered.

Senior Community Leaders:
"The biggest win is that RTT is not scary to our leadership anymore. They now see RTT as necessary."

"There was genuine fear about engaging in the Israeli-Palestinian conflict, fearing it could impact donations where funds support essential social services. The risk of losing resources was a real concern, particularly given the high stakes associated with discussions about Israel. However, I believe RTT mitigates this risk factor. Their approach focuses on hearing and acknowledging different perspectives, minimizing the perceived risk. In a deeply divided America ... we couldn't remain immune to these challenges; instead, we had to find a way forward."

FACILITATING FACTORS: CONDITIONS FOR SUCCESS

TRAINING OF THE HIGHEST QUALITY

Vice President of organization supporting professionals on 500+ campuses:
"Based on consistent rave reviews from campus professionals, my view is that every one of our professionals should be trained by RTT in a deep way."

All those interviewed who participated in RTT training in the past five years spoke of signing up due to recommendations from others, with the understanding that RTT provides training of the highest quality, including skill drills with realistic scenarios, constructive feedback, and a “neutral” stance, supporting participants from all viewpoints to engage in meaningful discussion. Some of those interviewed spoke of seeking to make RTT trainings part of the onboarding process for all new professionals. Some already have.

LEADERSHIP MODELING AND SUPPORT

Success accruing from communication across differences hinges on creating environments where dialogue and engagement across differences are seen as valuable. Key conditions include leadership that models and champions giving recognition to the value of diverse viewpoints. When leaders actively engage in and encourage dialogue, it sets the tone for others to do the same, fostering a culture of trust and understanding.

INTEGRATORS AND FACILITATORS: BUILDING AN ECOSYSTEM FOR SUSTAINABLE CHANGE

RTT’s success depends on engaging leaders and staff within organizations who play one of two roles (Exhibit 8):

1. **Integrators:** These are leaders who recognize the importance of and are ambassadors for communication across differences. They are not necessarily themselves well-suited to facilitate formal processes where contentious discussions are the focus.
2. **Facilitators:** These are leaders with the confidence and ability to initiate and facilitate contentious discussions.

Integrators

RTT training enables leaders to grow their capacity to support productive engagement across divides including:

- Increased personal capacity to communicate across differences
- Increased commitment to promote productive engagement across divides
- Cultivating opportunities for dialogue and deliberation.
- Building institutional/organizational infrastructure for positive engagement across differences
- Pursuing further training themselves and recommending RTT's trainings to others.

Facilitators

Leaders who are confident and capable of initiating and facilitating formal dialogue processes to open up productive engagement across divides in their networks, organizations and communities.

They actively facilitate skill-building and small group and large group dialogue processes.

RTT high intensity trainings enable leaders to:

- Step into the role of facilitator.
- Teach RTT skills to others.

The presence of both roles within a community or organization is catalytic to embedding RTT's principles and fostering long-term cultural change. By working together, **integrators** and **facilitators** create an ecosystem that supports positive communication and engagement across differences, turning challenging conversations into opportunities for growth and cohesion.

ONGOING PROFESSIONAL DEVELOPMENT AND SUPPORT

Desire for Continued Training: The dominant request from RTT alumni is for ongoing training. Between 66% and 72% are requesting training that will enable them to improve their professional practice.

Desire for Support: Between 31% and 55% are also requesting various forms of support from Resetting the Table, including RTT-run programming, resources, consultation, and collegial networking.

Campus Professional:

"RTT encourages alumni to let them know about their RTT-informed work. I told them about a learning group discussion and turned to RTT for support in planning the student leader diversity and dialogue session. RTT has been a serious source of support for me. In December 2023, RTT reached out to me, asking if I would serve as a coach for other campus professionals who are now learning RTT skills. I just began last week and am excited for the opportunity."

Exhibit 9. We're exploring options of programs and offerings for RTT alumni. We won't be able to offer all of these in the short-term, but we want to hear from you what would be most supportive of your work and goals. Which of the following offerings from RTT may support your work/leadership? Please check all that apply.

Desire for Continued Training	Focused on skills	Continuing education and training in additional techniques (e.g. working with your own reactivity; troubleshooting challenging group dynamics, etc.)	72%
		Advanced training to lead RTT-inspired facilitated small group discussions	67%
		Refresher training/practice on core RTT skills (e.g. following meaning, demonstrating understanding, naming differences, etc.)	66%
	Train the Trainer	Advanced training to teach RTT skills to your constituents	49%
Desire for support in order to bring RTT to others	Content Support	Discussion guides/DIY tools for RTT-style programs	55%
	RTT Run Programming	Bringing RTT training to your colleagues/others at your institution	40%
	Financial Support to Afford RTT	Seed funding to take next steps with RTT at your network/organization, with RTT consultation and support	32%
	Guidance	One-on-one or small group consultation with RTT trainers and coaches	39%
	Collegial Support	Network-building with other RTT alumni in your field/sector	31%

INHIBITING FACTORS

Key challenges hinder the widespread adoption and integration of RTT methodologies. These barriers, if not addressed, inhibit the integration of communication across differences into the life of an organization, sector, and/or community.

ORGANIZATIONAL CULTURE AND RESISTANCE TO CHANGE

A significant challenge lies in resistance to cultural change. Established norms and practices that do not align with open dialogue and communication across differences can inhibit the adoption of RTT's approach, even if promoted by a motivated leader. While RTT-trained alumni are motivated to further communication across differences in their communities and sectors, many report others with whom they work fear directly discussing divisive topics, which limits opportunities for meaningful dialogue. In some cases, leaders and staff may be reluctant to address divisive issues, fearing backlash or conflict within their organizations. This avoidance creates a barrier to fostering open, productive communication across differences.

LACK OF LEADERSHIP BUY-IN

Securing buy-in from senior leadership and funders is essential but difficult. Organizational leaders may be hesitant to invest in RTT's methodologies, perceiving dialogue across differences as risky or unnecessary. Additionally, leaders may prioritize other pressing matters, delaying investment in communication training. Without full commitment from leadership and stakeholders, it is difficult to embed RTT's approach into an organization's culture, limiting the potential for long-term impact.

CHALLENGES IN MEASURING AND COMMUNICATING SUCCESS

While RTT's interventions often result in meaningful and positive changes for participants and their communities, these outcomes are difficult to quantify. Success stories often revolve around conflict prevention, subtle changes in constituents' mindsets, or incremental shifts in community relationships and organizational dynamics, which are hard to measure and communicate to stakeholders. The challenge of concrete metrics for success could make it more difficult to secure ongoing support and funding for RTT initiatives.

LIMITED HUMAN RESOURCES AND LACK OF FACILITATORS

The absence of dedicated personnel within organizations either to facilitate contentious conversations or to provide training and support for communication across differences is noted as a barrier. Many organizations rely on existing staff members, who are already overwhelmed with their full-time responsibilities, to manage discussions on contentious issues. These staff members may lack the confidence or skill set to facilitate all challenging conversations effectively. Additionally, staff turnover can result in the loss of trained personnel, further hindering the sustainability of communication initiatives.

FINANCIAL CONSTRAINTS

Organizations frequently face financial limitations that hinder the implementation of RTT's programs. Time and resources are required to conduct training sessions, and smaller organizations may struggle to allocate the necessary funding and time. Hiring external RTT trainers and facilitators can be costly, limiting the ability of some smaller organizations to implement RTT's approach. Without financial support, organizations that recognize the value of RTT's methodologies may find it difficult to sustain long-term engagement.

Addressing these inhibiting factors is critical to fostering an environment where communication and engagement across differences becomes a foundational practice within organizations and broader communities. By addressing these barriers, RTT can help organizations and communities move towards embracing a culture of open, respectful dialogue that values diverse perspectives and strengthens communal resilience and cohesion.

RECOMMENDATIONS

Sustained long-term success occurs when an ecosystem develops in institutions, communities, or sectors that includes both integrators, who promote a culture of communication across differences, and facilitators, who directly lead discussions. Integrators champion communication across differences, modeling and fostering an environment that values diverse perspectives and respectful dialogue. Facilitators initiate and guide these discussions, ensuring that participants achieve greater connection and understanding while honestly investigating their differences. This dual approach embeds RTT's principles within broader institutions and communities, creating a sustainable model for long-term impact.

The following recommendations are aimed at building on the facilitating factors and addressing the inhibiting factors highlighted above.

1. **Expand Existing Consultation Offerings:** To support this sustainable ecosystem, RTT should expand mentorship and consultation services specifically for institutional leaders who serve as integrators to enhance institutional change, thought leadership, coalition-building, and navigation of contentious moments in addition to facilitated dialogue and skill-building.
2. **Secure Funding for Ongoing Training and Support:** This recommendation builds on the strong desire for continuing professional development and ongoing support among RTT alumni who serve as facilitators. To sustain the confidence and abilities of RTT alumni, RTT should expand advanced and refresher training. This includes offering train-the-trainer programs to alumni best positioned to disseminate RTT's skills to their networks.
3. **Communications for Organizational Buy-In:** RTT should develop communication strategies aimed at senior leadership and funders to showcase the value of communication across differences and the benefits of directly addressing divisive issues. Sharing success stories and case studies will help in building a compelling case for RTT's methodologies.
4. **Measure and Communicate Impact:** RTT should continue refining its framework for impact assessment, incorporating both qualitative and quantitative metrics. Regular reporting of these metrics to stakeholders and the broader community will help to demonstrate and communicate the impact and effectiveness of RTT programs and attract further investments and partnerships.

CONCLUSION

The evaluation highlights that RTT's training programs are not just about immediate skills acquisition or de-escalation of conflict but are also pivotal in professionalizing relationship-building within organizations, strengthening bonds and trust across differences, and building healthier, more cohesive communities. By equipping leaders with the tools to facilitate productive communication, RTT helps create environments where differing viewpoints can be respectfully and effectively navigated. This not only enhances individual leadership capacities but also strengthens the fabric of organizations and communities.

The potential for RTT's methodologies to foster vibrant, respectful environments is particularly notable in the best-case scenarios. In these instances, institutions and networks are successfully integrating RTT's approaches, resulting in more welcoming, resilient, and empathetic institutions and communities. These examples demonstrate that with the right support and resources, the impact of RTT can be profound and far-reaching.

By addressing the challenges identified in this evaluation and building on its strengths, RTT can ensure that its methodologies continue to foster environments of inclusivity, respect, and productive communication on divisive issues. The potential for positive change is vast, and with sustained effort, RTT can play a pivotal role in shaping the future of institutions, communities, and American life more broadly.