

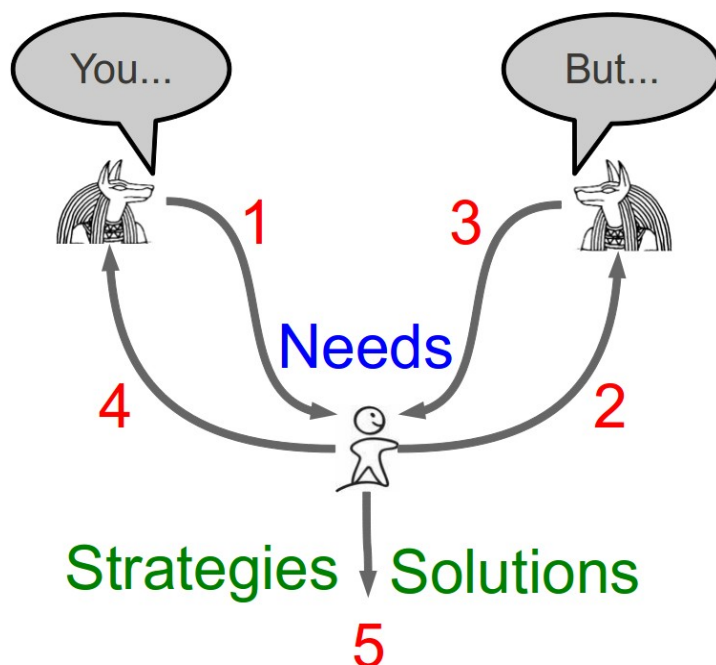
# Mediation and Enemy Image Processing Workshop - July 2010 Jason Stewart

*"But how do we listen? It is so simple and so hard. So obvious to begin and so elusive to maintain. In this lies the vitality of deep listening. To keep beginning. Over and over. To keep emptying and opening. And simply to keep listening. For to listen is to continually give up all expectation and to give our attention, completely and freshly, to what is before us, not really knowing what we will hear or what that will mean. In the practice of our days, to listen is to lean in, softly, with a willingness to be changed by what we hear." "The Exquisite Risk" - Mark Nepo (pp. 7-8).*

## Role of Mediator

To hold a space to enable self expression and listening to be possible – in this connection might be possible, however the space holding has no outcome in mind - whilst the focus is on creating connection - this is not a goal - it is not the mediator's job to get these people to connect with each other...It can be the job of the mediator to practise the skills needed to hold such a space. For Jason mediating is about lending people his skills - the ability to translate etc..

## Five Step Model



**Step 1** - Person A says something - likely in jackal...mediator needs to translate these or person B will believe what is said - work with A and reflect back what we have heard translated into feelings and needs - get to needs level... some reflection - 'what what I'm hearing is...maybe get 2 - 3 needs..

**Step 2** - Carry needs heard to person B and ask B to reflect back what A said - has A been heard in the way

that A wants to be heard...stay present with this and give time to allow for emergency first-aid empathy if needed...the space is to support B to reflect back the needs if possible..

**Step 3** - Person B - check in with them - - something like...‘how is that for you’ or ‘ how has that landed with you? Hear what is said - translate to needs

**Step 4** - Carry needs over to Person A ... ask A to reflect back needs heard - check in with B if that’s how they wanted to be heard and again give space and presence here to what is doable

If connection there can go to **Step 5** = Strategy Solution! i.e. - questions like ‘what do you want re getting these needs met and what do you imagine the other person might like...

Usually spend time going from Steps 1 - 4 for some time - may never get to step 5 depending on the connection created...

## The Mediator’s Hand – 6 mediation skills

This model is **what we do**.....**How we do it** is through the 6 skills:



Skills that support holding the space - these are skills that can be practiced.... See separate handout with Liv and Kay's: Dry Practice exercises.

Notes: why let one more word be said than needed...Arguing - often two people talking and no- one listening - this is not helpful!!

## Empathy...(as shared by John Kinyon)

1 - Presence - bring there, silent listening, cultivating open hearted curiosity

2 - Understanding - willingness to meet at level of thought -

reflecting back what I've heard

3 - connection to needs

Emphasising the willingness to meet people where they are at - they might not be ready to hear their thoughts translated into Needs - if they disagree with a reflection try meeting them where they are: "OK, so I hear you really think he's inconsiderate."

As mediator, our eventual goal is to distil the words of each person down to the level of abstract human Needs, and to carry these Needs across to the other party to reflect back. So we must practice being able to hear thoughts and translate them into Needs.

**Exercise:** - practice listening with a partner - sharing partner shares for 6 mins...first 2 mins listen with silent empathy - second 2 mins reflect back understanding - 'so am I hearing...' third 2 mins connecting to feelings - and focus on needs...

## 7 flavours of Jackal

When learning how to translate jackal statements into Needs - remember to practice different kinds of jackals - try some from each of these 'flavors'. Some may be harder for you than others.

Blame - "This is all *your* fault!", "If you hadn't said anything, I'd be happy!"

Labels - "You talk like a *girl*...", "You're a poor listener."

Deserve - "She's earned a reward.", "People like that deserve to be locked up!"

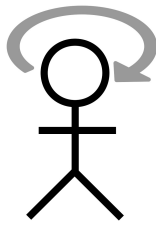
Imposing my judgement - "Kids *should* listen when their parents speak.", "You *shouldn't* talk when I'm talking!"

No choice - "My boss made me.", "Some things just *have to* be done."

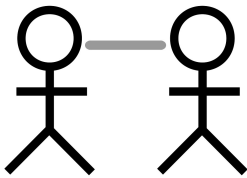
Judgement - "That's the wrong way to do it.", "That's no correct."

Demand - "If you don't say you're sorry right now, you'll regret it."

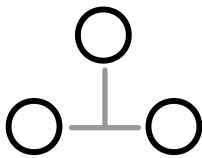
## 4 modes of mediation



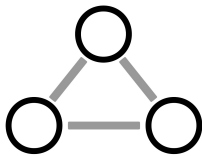
**Internal mediation** - conflict within ourselves...can use skills we've learnt to mediate our internal conflicts - By self - or can get support from two others: a mediator and another to role play the other part of ourselves. We can switch between the two parts to hear the clear voice of each part, and experience the needs of each part. Mediating our own internal conflict is challenging.



**Interpersonal** - I mediate my own conflict with another person - I play the role of mediator for myself and the 'other'



**Informal** - What Marshall calls 'sticking your nose into other peoples business'. Awareness here of notions of passivity...about connecting to the needs we are meeting when we choose not to 'act' in any given situation..



**Formal** - Where possible, this would include pre-mediation contact - where each party has an opportunity to be fully heard and then to be supported to guess at what might be going on for the other in terms of feelings and needs..(Enemy image Process..)

**Shuttle Mediation** - this can happen when one of the parties does not want to come to the mediation space - the mediator shuttles back and forth in order to see what the 'other' needs in order to come into the mediation space.

## Energy of Un-met Needs

Bear in mind how you look at things when reflecting and guessing:



When we focus on needs not met we are focusing on the cloud... 'is it that you need for trust is not being met = seeing the cloud blocking the sun... - Yeah - got no trust met = feels lousy!!

If we focus on the longing we focus on the sun behind the cloud - 'So, is it that you have a longing for trust/ that trust is really important to you = focusing on the sunshine...the longing and possibility not the pain of unmet needs...

## **Enemy Image Process**

Enemy image - Marshall's term - how we perceive other people in our life - the 'something' we do -our judgements/thoughts/diagnoses of another - we start to believe them - a solidity appears - we build up enemy images and stop seeing the individual as they are - we only see the image we have made up...we see the image not the person - not able to see the human being with needs and doing what they can to met needs - but as an enemy who is doing all they can to piss us off = can't get connection on a human level...

How to identify images and transform them - especially for mediation - a 3 step process - it is written sequentially but in practise we go/dance back and forth -

### **1<sup>st</sup> step – Self work**

Work to support self connection - Start working with what is going on

- Observation - What has the person done/said that creates the thoughts/jackals?
- Thoughts - (jackals) part of creating image - As coach, help them express the thinking behind the image. Often people are nervous to express 'ugly' thinking. Help them welcome / play with their jackals.
- Feelings? - What we feel when we connect to our thoughts
- Needs? - Coach to help us to connect to needs

Repeat this process of empathizing with the thoughts until person has some self-connection.

### **2nd Step – inviting awareness of the other person**

As coach, invite the person to imagine what could be going on for the other person

- Thoughts? - what might they be thinking about self in that situation -...
- Feelings? - Coach helps person imagine what other is feeling when they have those thoughts - (angry/frustrated/sad)
- Needs? - Coach helps person to imagine what the possible unmet needs might be for the other that stimulated those feelings.

This step is crucial because the coach is encouraging the person to connect THROUGH the image - coach invites self to see the other as a human being doing the best they know how to meet their needs.

**NOTE:** This might help person release new jackals about other. If so go back to 1<sup>st</sup> step and give more empathy to self. Then coach can re-invite self to connect with other.

### **3<sup>rd</sup> Step – Request**

**IF** there is now space in the person - they are self-connected and building up a capacity to connect at a human level attempt to make a request.

1. LEARNING - focus on what has been learned - distil what has been pulled out - what the process has generated
2. PLANNING - possible next steps - coach helps person think of strategies to help get needs met - perhaps some kind of communication (dialog, phone call, letter) or other action.
3. PRACTICE - help person to have the conversation with the other through role plays if wanted.

#### ***Possible role plays:***

1 - Coach plays the 'other' with giraffe ears on - person plays self and can jackal

2 - Person plays 'other' and can jackal - coach plays the person (self) - offers a held space.

3 - Repeat of 1 - person plays self and coach plays 'other' this time changing the setting of giraffe ears - so sometime able to hear feelings and needs and sometimes not as a way of sensing what is possible for the person to stay present with and in self connection...coach can also bring in honesty as 'other' to help person recognize that the 'other' also has needs.

**NOTE:** Going into this phase might again trigger the release of new jackals and require re-visiting steps 1 or 2.

**Remember:** for those that know NVC a request is clear - not so for others...so help create understanding - what kind of actions - what does that/would that look like.

**HINT:** NVC mediation - can *teach NVC through the back door!!!* - i.e. request - in this we have identified some important needs - for example a need for understanding - go to partner with 'I need some understanding' might not get what the person would like. Needs are abstract things - So - instead focus on 'what kind of concrete action might you be willing to do that would meet a need for understanding'. And help person realize that if the action is attached to 'that' person doing 'this' = could be disappointed...

If the request is for the person to do something and that person chooses not to, it could be painful – as the coach, help support the person to find other options – just one way might not be enough to ensure that needs get met.