



REACTIVITY AND REFLECTION IN ADR PRACTICE: Session Overview

Overview: There are things we can do to prepare those we are assisting to be productive participants in dispute resolution. This is true whether we are coaching an individual, mediating between two parties, or facilitating a larger group.

In this session I will be talking about

- Reactivity - Why it's important for people to manage their reactivity and how we can support this.
- Reflection - Why it's important to foster reflection, and how we can encourage and design for it. The emphasis will be on the role of purposeful questions in helping people rethink their own experience as well as consider new possibilities for what might be going on with others. I will touch on elements of design structure that also support reflection.

For the people on the phone: It is in PCP's DNA to have people learn by doing, and to use small groups for that, but since many of you are listening on the phone exercises have been adapted to involve short, individual assignments that you have the same opportunity to do as the people in the room. I really encourage you to do so, if you want to get optimal benefit from this session. During debriefing you can email any feedback you'd like to share to Pam at the address she will provide.

I. Introduction

- A. What are we inviting? What are we restraining?
- B. A collaboration between practitioner and participants.
- C. The Action Reflection Cycle

II. Reducing Reactivity

- A. Reactivity Exercise Part 1: Triggers - Temptations - Alternatives
- B. Reactivity: The biology: Our hard-wiring for conflict and the implications for dispute resolvers.
- C. Reactivity Exercise: Triggers - Temptations - Alternatives Part 2
- D. Hot Buttons

II. Promoting Reflection

- A. Preparation Questions (in advance or at the start before moving into conversation)
- B. Questions that invite something other than the "same old, same old"
 - Appreciative questions
 - Questions that shift perspective
 - Questions that expand perspective
- C. Supporting Structures



TRIGGERS, TEMPTATIONS & ALTERNATIVES WORKSHEET

Part One:

Think of a time when you became upset about something that was said (or you perceived was communicated) about an important aspect of your identity (e.g. core values, religion, race, ethnicity, political beliefs). This might have been in a non-work context.

Reflect silently for a moment and note down:

1. **What were you tempted to do?** (This could include actions that you took as well as those you were tempted to do and rejected.)
2. **What alternatives existed - even those you might not have been aware of at the time?**
With the benefit of hindsight, how might you have responded that would have left the other person impressed and thinking, "**This is someone who has earned my respect.**"

Part Two:

Place yourself in a role you play (coach, mediator, facilitator, supervisor) in which you are trying to help individuals or groups to resolve conflicts they are experiencing. Reflect silently for a moment about what triggers you in that context. These situations may go beyond the identity-related triggers mentioned in Part one. Work through several in completing these sentences.

When I hear/see....	I want to.....	But instead I could.....

[Type text]