

NEW YORK PEACE INSTITUTE

SHNNY

June 20, 2024



ABOUT NEW YORK PEACE INSTITUTE

- NYPI is a **Community Dispute Resolution Center (CDRC)**
- 4 in NYC & 20 in NY State
- Started 2009 originally a part of Safe Horizon
- Offer Mediation, Conflict Coaching, Organizational Consulting, Restorative Justice & Trainings

Court Programs:

Civil & Housing
Surrogates & Supreme
Criminal & Probation
Family Court

Self Referred Programs:

Community
Co-parenting & Child Support
Special Education
Housing unfilled

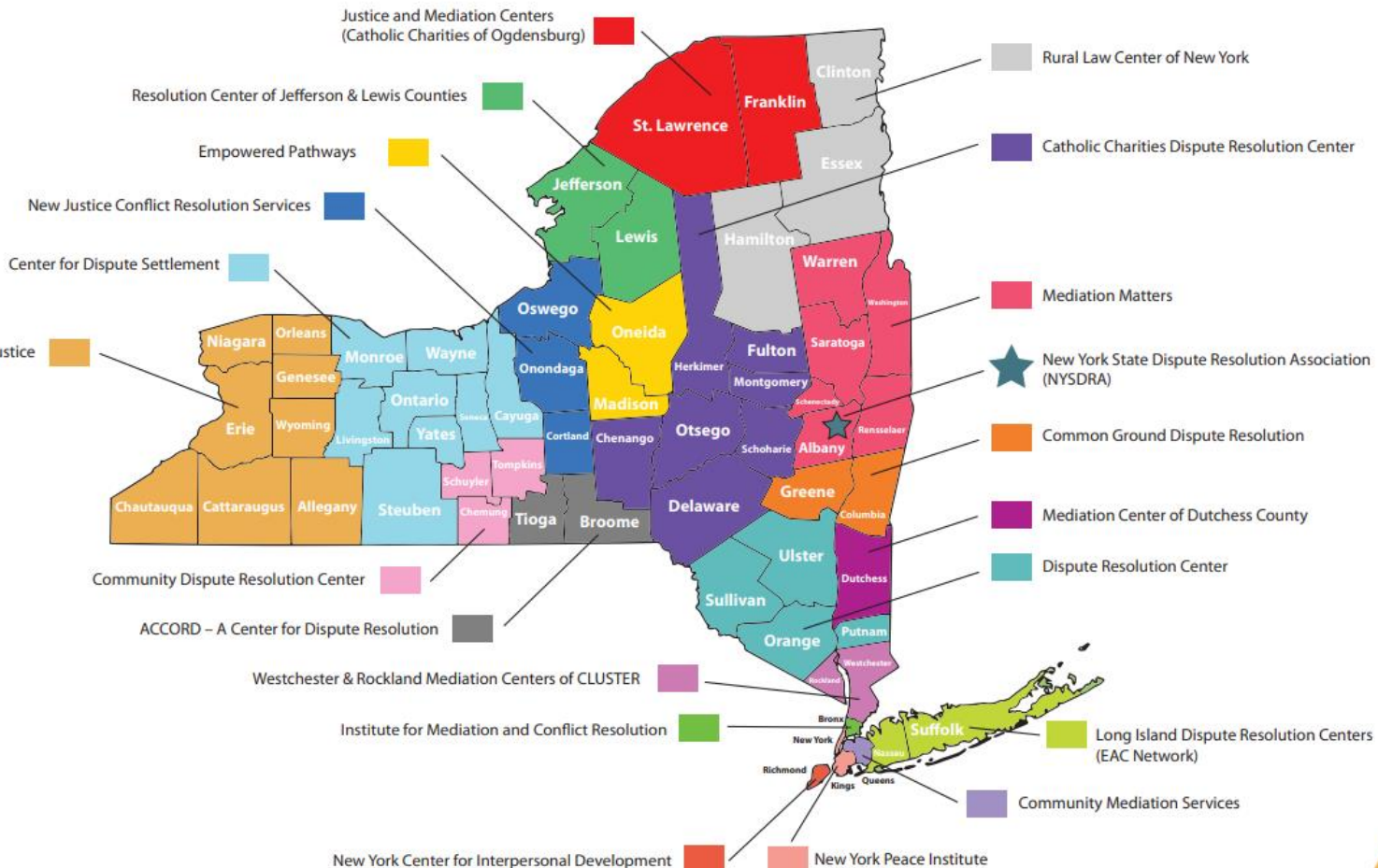


New York State Dispute Resolution Association

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Conflict



Conflict

— — —

Frustration

Anger

Fighting

Disagreement

Misunderstanding

Stress

Tension

Conflict

— — —

Frustration

Anger

Fighting

Disagreement

Misunderstanding

Stress

Tension

Opportunity

Resolution

Communication

Negotiation

Transformation

Collaboration

Conflict Response Styles



LION
Competing



TURTLE
Avoiding



CHAMELEON
Accommodating



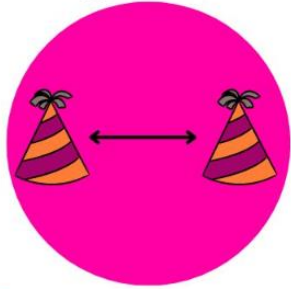
ZEBRA
Compromising



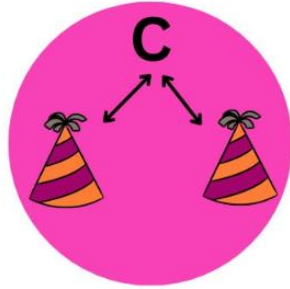
HONEY BEES
Collaborating

The Dispute Resolution Spectrum

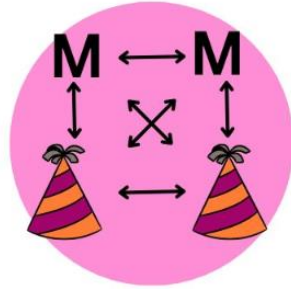
Direct
Negotiation



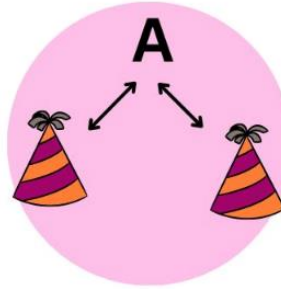
Conciliation



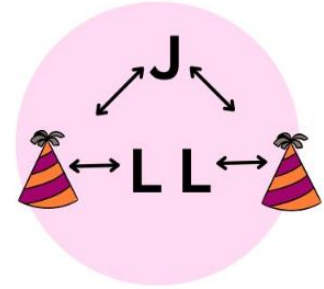
Mediation



Arbitration



Litigation



Transformative
Facilitative
Evaluative/Directive

Confidentiality

Power of the Individual:

Parties Decide the Outcome

Mediator Values & Ethics:

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Self-Determination: voluntary; parties are experts

Impartiality: mediator must behave neutrally & not act with bias

Confidentiality: encourages people to speak freely, exceptions?

Safety: know yourself; develop a trauma informed practice

Quality: training & capacity; follow ethics; don't mix roles



The Process of Mediation

Uninterrupted Time: give people time to tell you what their conflict is

Gather Information: ask open ended questions to learn more

Agenda Building: identify common themes & move to the future

Generating Options: ask people to brainstorm how to move forward

Assessing Options: reality test the ideas they came up with



Positions:

- The What
- Demands
- Labels



Interests:

- The Why
- Needs
- Values

The Goal of Facilitative Mediation:

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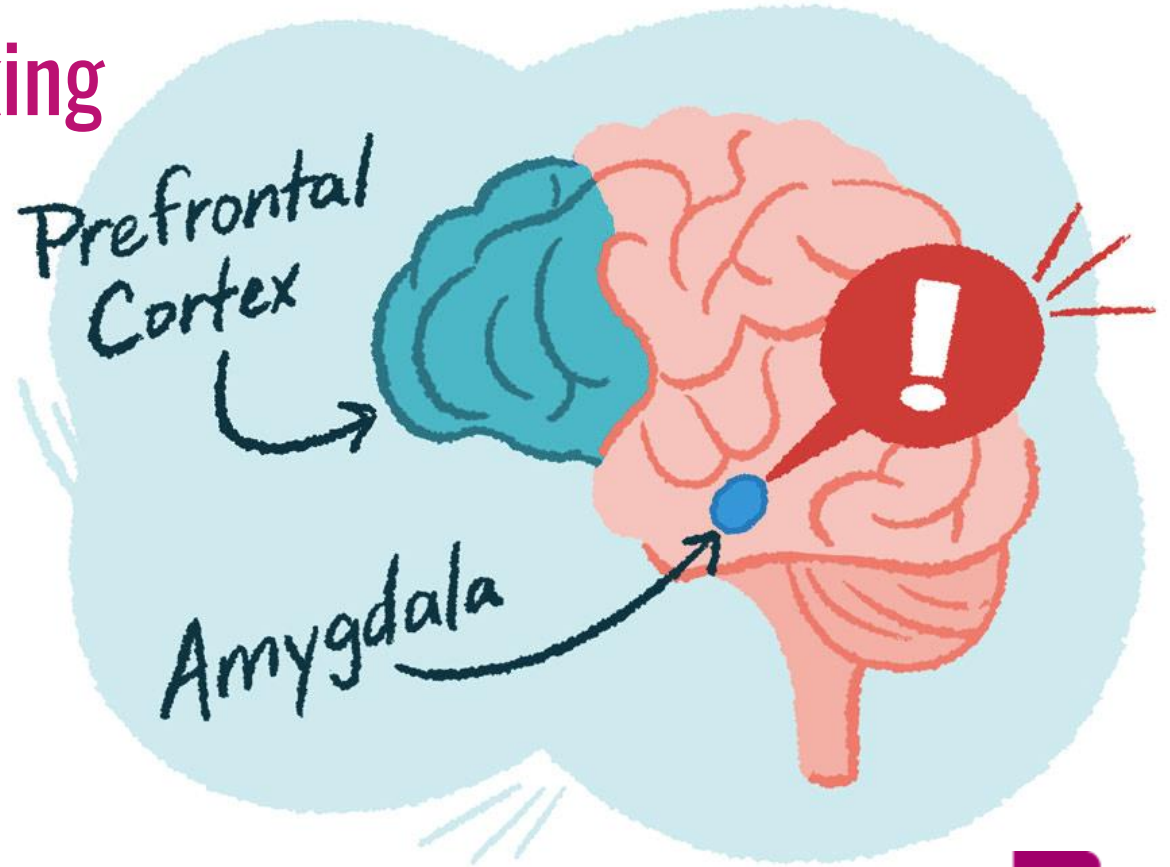
For people to come together and have a productive conversation.

- Help people design their future.
- To de-escalate events
- Focus on the future and what they can do
- NOT to fix the problem for people... why?
- NOT necessarily to come to an agreement... why? You do not need to fully agree or understand to come to agreement





Amygdala Hijacking



#1 Skill: Active Listening

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Pay attention to characterization, emotions, values, key details, and power imbalances.

Filtered Listening: What not to do

What are your biases?

Are you trying to see if their story “makes sense”?

Do you think someone is “right” or “wrong”?

Are you relating to their stories?

Are you thinking about solutions/giving advice?

Do you want them to calm down?



Why do we reflect?

- Shows you are listening
- Validates people
- Provides confirmation
- Keeps you hyper present
- Slows down the conversation



How do we reflect?

- Match their energy/tone - 1
- Go towards the heat
- Parrot - use the speakers words
- Paraphrase - use your words
- Affect labeling - label emotions
- Reframe - tell the speaker who they are in a positive way



Warnings

- Asking a question/ for advice
- Authenticity
- Reflect back to the speaker
- Getting it wrong





Close-ended Questions X vs Open-ended Questions ✓

- Do you like that?
- Did you feel angry?
- Are you going to talk to her?
- Have you tried ...
- Don't you think you should...?
- When will you...?

- What was that like?
- How did you feel?
- What happened?
- Tell me more about..
- What did you think about that?
- What will you do?

Build the Agenda

This is the moment you get to harness the conversation, move toward the future and pull the main 2-3 biggest problems forward to address.

These should be:
Broad, Balanced & Neutral
Name the Issues
Focus on the future

Generate Options

-Facilitative mediators DO NOT provide suggestions/options for the parties.

-People are the experts of their own lives and stories.

-They are most affected.

-Encourage them to come up with their own solutions & be creative



Assess Options

- Reality test
- Ask narrow but open ended questions.
 - Who, where, when, how?
- Don't be afraid to blow up the deal.



Outcomes

- Verbal Agreements
- Written Agreements
- Signed Agreements
- Agree to Disagree
- No Agreement
- You don't have to come to agreement to come to a solution
- Plan to speak again



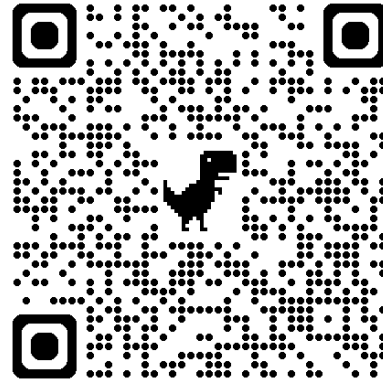
To request services or receive more information, visit us online or by phone.

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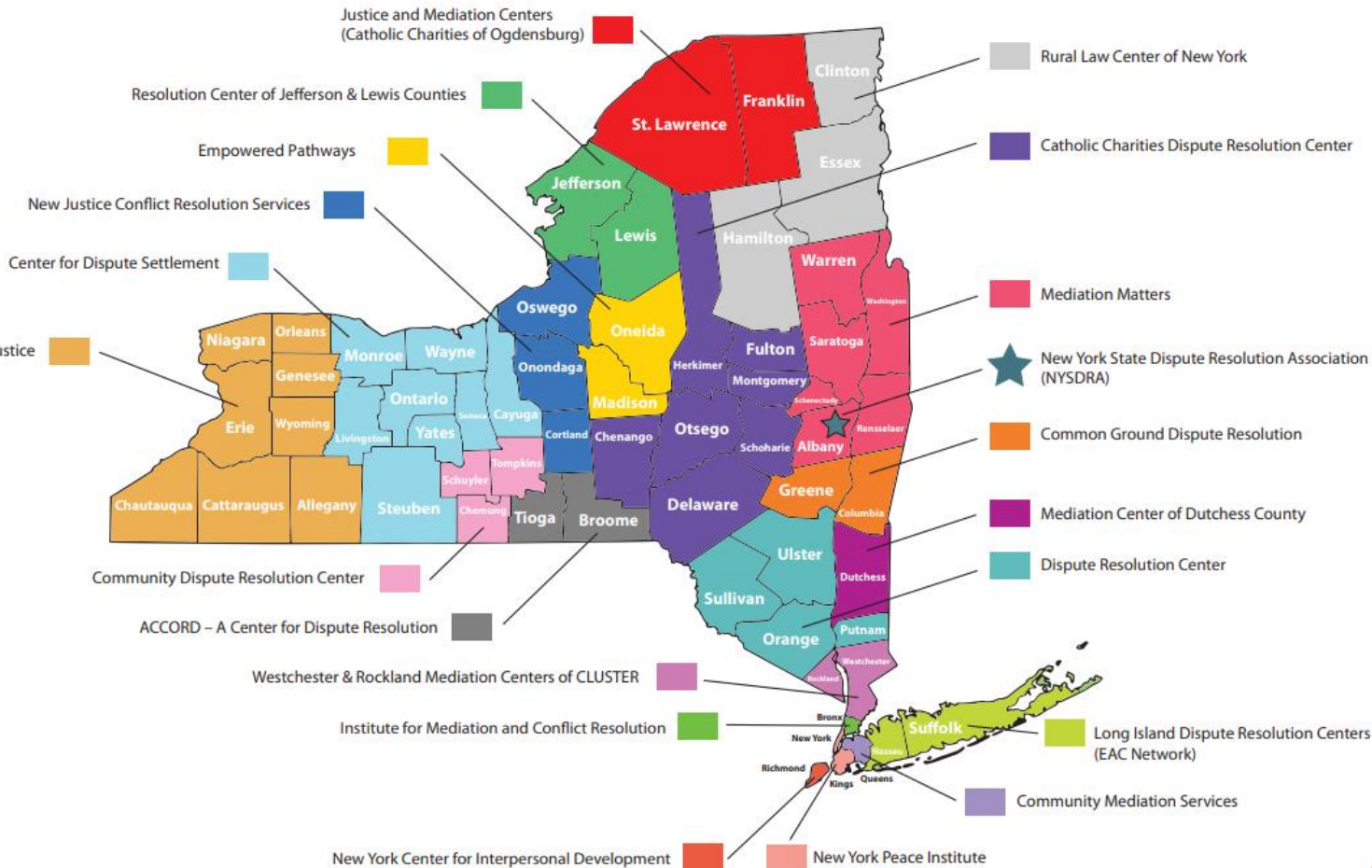


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