

2020-03-28: EC Support: Transcripts 2: Marta Neto

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Kord I'm just going to give a short so
this is our empathy circle facilitators
support group and we're here to support
each other with folding empathy circles
and empathy cafes and Martha will be now
has 15 minutes to talk about her work
that she is doing with empathy circles
yeah the work with excellent Ireland is
rather simple because I just show up as
a facilitator and there's a whole bunch
of other people doing it like organizing
it and it's very easy
I think this because it's people that
have already been working with each
other within X or Ireland in you know
other meetings are the kinds of things
there's this common understanding and
like there's no opposition to the method
there's no it's very smooth a lot of the
people that would be in the circles
haven't had any facilitator training but
in a way which could definitely help but
it but because people already have
worked together and have this common
language it's easier to be willing to
just do it I suppose in a way so I'm
curious to see how it will develop over
coming weeks and months because I think
we'd want to do it at least every other
week but that's just rolling
independently of me in a way and one
thing that was very important for that
was that there was a quite they made it
a little clip but they about it that
they've posted on social media and so I
think that was one of the reasons where
we got like the first time we did it
there was 27 people there and it was
lovely and everyone was very happy at
the end and everyone was saying yes
let's do it again
but I think the social media campaign
was just a little clip they did but
because it was on Instagram and Twitter
and this time the other I don't even
know I think that really helped with
spreading the word in Portugal I
then it with one regional group and I'll
do it with another but I've also
targeted therapists or or people I know
that do group work that are not part of
its are because I just really you know I
just want to get the methods around
because I know the people not being used
to doing things online and so I thought
well if they're going to have to move
online anyway this might be a simple

method that they could pick up and I suppose you know I was trying to think what what can I do with these suppose now ten minutes that would be useful and I've just had a lot of nothing specific but a lot of thoughts that have been coming up for me in relation to me facilitating and and how people how I find that I I have to justify a lot of the things about the empathy circle method to people as part of facilitating so for example like why two hours why does it have to be that long can't we just you know people are busy can we make it shorter or you know or like another group do we need to reflect all the time can't we just like reflect every so often or you know or like well but I have a question can I just ask my question oh well but you know but actually I want oh no let me be the one to start like it's just it's all a lot of things I'm like it's really tricky for me because I am flexible person you know I just want everyone to be free and so I had to sort of deep dig deep into okay if I still feel strongly that there's a reason for this to be that way why is it and so that's sort of you know and it's a process that I've started thinking and it's going to take me probably months as I do it more and with different groups but there are some things that came up that I want to share with you in case in case people see it differently or you know or whatever comes up and I hope it's somehow not just me talking that it's somehow useful to others too so yeah so the whole thing about people interrupting right like I have something to say and all that I don't always personally have something against it but there is something about this agreement of coming to the empathy circular I'm not going to be interrupted businesses face where I know I'm not going to be interrupted and if I have someone that is coming that has been interrupted at schools or has been interrupted at home in their families or has been not allowed to have their time where they fully explained their ideas to its fully without having someone else interject or agree or disagree or validate or say thank you for sharing that or just saying something to it in their time sharing then I can understand yeah but that it's really important that one of the reasons that might make them want to come to empathy cycles is that during my five minutes their mind there's just like no one's going to touch my five minutes and so that's one reason for why in a lake okay and so

then it's okay if I want people not to interrupt how do I and they've not figured it out how do I how do I explain it or hard why embody a without having to explain all of this cuz like I don't wanna interrupt the flow by having to explain why it's bad to interrupt or not bad why it's not helpful or why it's not part of the method cuz at the same time I know that person that wants to interrupt really do just want expressive you know like there's all sorts of reasons why interrupting would be good but that's not then there's the whole thing of that that we sort of talked a bit about and for me it's like this is not therapy this is not healing although it can be therapeutic and healing as well

but this is just I'm listening and I'm sharing and I hope that there's the emotional empathy there right the holding but but even if that isn't there it's just very contained and so people that would just want to have a place where they can be heard but they don't necessarily don't necessarily want to are looking for the emotional depth so it's yeah there's something there a bow and then one time would James there was this interesting thing about it's good they you know James said something that made me realize that the value of not being able to ask questions because if you can't ask questions because if the way this method works like you can ask the question during your turn but other people will reply if they want to it offers this safety it's like you can have your boundaries better than in a normal conversation because I don't need to state I don't want to answer your question I can just ignore it you know like it's there's there's that beauty there of the method suppose I'm just appreciating things about the method and realizing why certain things are the way they are yeah and and the validating like I've noticed a lot of therapists or which is lovely in a healing background that did go thank you at the end of each chair before saying anything else you know someone shares and first thing the therapist today or the the healer or whatever or even a friend right they'd say thank you for sharing but if you do learn an empathy circle you're breaking the person's flow and really when you're saying thank you it's more about you than them like it's just like it's your including yourself in there five minutes but adding something like thank you that is not about them and and even sometimes I do that even though

mm-hmm-hmm oh yeah just all these things

that we do
they're just interjections but they are
in their space in there five minutes
I mean sometimes they're fully
appropriate and like you feel it with
the person but I'm just saying we're in
general and abstract yeah I have a whole
list of these sort of thoughts that have
come to me and it's really been learning
recently and like I know last week I was
using a red card with five minutes
written on it and I hadn't realized that
I was doing now I'm just doing you know
the timer because that's more like
neutral but people see the red card and
they don't always see the timer so it's
like I don't know how to yeah work that
out but definitely not have a card with
the number because that makes people
feel about school I think or something
very like yeah anyway I'll shut up
because probably people have something
to say to all of this but yeah just just
this thing if like it's the other
person's five minutes and for me it's
like it's the generous thing that we're
doing here for each other it's just like
it's your five minutes I'm going to
reflect and try and be as smooth as
possible so that I don't interrupt what
you were thinking about and if that
might mean repeating your exact words
that's what I'll do but it's just so
that you say you can hear yourself and
stay within your soul and with some
people might feel that they want to
deeper or not right and I'll learn and
hopefully get better over time but it's
just this thing if being generous and
the last thought is that I've really in
that this is something that I need to
ask of the people that I facilitate with
and very often that's Edwin or Billy is
that I I've learned as well recently
that I'm better off not facilitating in
the days that I'm very tired or for one
reason or another not feeling
particularly generous because it's hard
for me yeah I think I'm better in the
place where I'm in a good mood where I'm
feeling you know generous or or less
and so I need to learn even with myself
to say if there's enough facilitators
today in the cafe maybe I won't
facilitate today that's me yeah
sorry as well thank you
so I'm feeling a lot of joy listening to
you reflect on the things that you've
learned and the things you have
questions about and it I've been it it's
motivating me to get to writing the
second part of the facilitators guide
that I started because it addresses a
lot of the things that you are that
you're saying and I also made a note

about creating an empathy circle FAQ so for frequently asked questions questions that people have about why is it this way why so giving people an FAQ actually might also be an interesting way to deal with some of those questions but one of the key one of the key things that you said that I think is really important and this is said in the empathy circle process you know that the purpose of it of doing the reflection is that the speaker be heard to their satisfaction so the reflection is not about the listener getting understanding like in other words that I'm trying to satisfy my own curiosity as a listener and get answers to my questions whatever's in my mind about what you said it's more reflecting back to you to your satisfaction not to mine and a lot of the things that you described are about the listeners curiosity not so much about what the speaker just was trying to get across and I and that's usually how I frame it when someone has an objection that they want to stop someone or make a comment or you know I really just say to them so I understand you have all those things in your mind and that's great that's fine what is your turn to speak say all of them you could say whatever you want if you have questions speak them if you have reactions to what the person said speak them it's your time you can say whatever you like but when you're when you're the reflector it's really just your job to let the person know that they were heard by reflecting back to them what you are getting about what they're saying you

thank you no well I just want to support your decision but I also I find it that even when you're not feeling generous you're acting generously and I just want to show some appreciation for that I wondered when you said about stepping back from facilitating if you're feeling tired or not very generous that day is there a place that you could have a little support before you start the meeting or the facilitation session so that you're listened to and you're clearer then that's a good point yeah I suppose I've never so first stopped doing it but I've yeah that's a good thing you know

I'll think about I'll take that one when it does happen I think what's happened I've never I think what's happened was I found myself already facilitating when I noticed that I wasn't feeling generous or you know that just like and and that I felt that affected my facilitation it was it's more been presenting that way

but it's only happened yeah it's but I think you're right feeling yeah getting a bit of feliss being heard before would solve it probably yeah thank you I appreciate the nuances of you know documenting this I think this is gonna be really helpful for others you know all these nuanced insights so thanks for sharing that yeah Martin - so is that do you feel complete with that so I've heard the time so me