

2020-03-28: EC Support: Transcripts 3: Martin Rein Holtz

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and just give it so this is the empathy circle facilitators support group and so now Martin is going to be sharing his experience with empathy circles in in Norway's is that right that's correct yeah take it away so far so we've just started two weeks ago I think I the whole thing you have to understand the way the process came from it came from I think we I took part in the how to start a path like empathetic actions a couple of weeks ago in February so I've been kind of modeling the whole empathy cafe that we have online now around kind of what Edvin has been doing here also with the papers that you've a nice paper work that you've done on background which I really like and I've adapted a lot of the the manual the short Hamlet I've kind of written it into Norwegian and a little bit more 2xr but it still has the empathy cafe or the culture of empathy website at the bottom what we've been kind of doing we've been kind of trying to grow together in in this process I've done a lot of facilitation work before this is my first time in this group so I facilitate the work that reconnects I've been doing an open space facilitation for some time as well not real open space facilitation so so a good good point that always came from open space is the situation where the facilitator should be imagining them him or her sim or imagining themselves sitting on a chair trying to intervene when things aren't going the way as they want you and then trying to imagine that process and then realizing that you shouldn't really intervene so what we've been trying to do is we're doing and we're doing and facilitator training now on Sundays and we're doing empathy cafes on Tuesdays and Thursdays so what I'm trying to do is kind of do the basic I looked at the videos that you have as well on the on the webpage for the facilitator training and I'm trying to kind of model the first facilitator training the first time we this was so successful also we had this problem again that the group didn't really understand the message while having another facilitator in another room that I wasn't a part of that I tried to kind of fix with this situation where I kind of modeled the conversation I do the ninety nine minute video about the empathy cafe and we're trying to

translate that to Norwegian but I also at the end I try to kind of model the first conversation in the big group just to kind of get everybody on board and to really see that everybody has understood the process before we go into the breakout groups so that was really a really great change that we had and that made it really easy for the people that were really new facilitators it takes a lot of pressure off their shoulders and doesn't make them feel uncomfortable and they can just go along with the conversation and that really made a big change so we've got some really great feedback some people were really mind blown in the other group that I wasn't a part of which was really nice to see never had this kind of conversation before but I also put a lot of emphasis that this is not going to be the normal conversation that you're used to so we had one empathy cafe that was kind of not so successful and we're not everybody got the message but then we already kind of moved it to the next one I think the trick was kind of doing the modeling in the group together with everyone I really like that from you at then as well the modeling part that was the one thing that's that you have to model everything so I'm seeing that we maybe in my kid month I think we might have facilitators that are okay to do this totally by themselves well until then it would be like a follow along process but until now it's been really nice and we've started to connect people from different parts of the country which is the first time actually XR has done this in this scale I think within a week so with the corona crisis coming in there's a lot more connectivity to the other X or chapters all over the country and if anybody knows geography then you know that Norway is just as long as it is from Oslo which is in the north to Italy almost so it's one of the longest countries in the world and so it's the first time that we kind of got this connection going so far so good been very interesting process and another thing I also focused on was because when we got the first facilitators they were ready to go very deep in the process they were either very experienced with empathy cafes or had a very clear mindset of what it was but I'm trying to really keep it as simple and as reflective simple in the beginning as possible I have added actually I think I added from adaptation I added and guide in the material every

time it's called this what if things are
really not going the way they think
everything is horrible
right and it's a really nice guide like
if things really should should be a
little bit off for people afterwards and
they have some kind of emotional
response that they're not yet aware of
that they have something to rely on and
fall back on as well after that so so
far going okay
just taking sure that the right
precautions are in place and that people
don't go too much into reflecting too
deeply in the beginning so there is
there is there is a simple reflecting
but there is also the the trying to
adapt more to to really to really
understand more of the not without lying
in my emotions into it but if you have
some people who have done this for a
while or some people have the idea that
they should be more encompassing the
whole personality of the other person
and that can really go off if you're if
you're not really prepared to what
you're doing what I've experienced and
I'm just repeating from what some of the
people that I had as facilitators in the
beginning we're doing and they were
really going towards that pushing
that border where you're kind of not yet
putting your own emotions over to what
the other person is saying but but
you're getting pretty close and that was
kind of uncomfortable for I think more
the group as well for just keeping very
close very close but but you can you can
go you can go pretty far with this
without actually doing your own
emotional that's at least what
experience I've had but it but it's
almost it's ordering to it and just
making sure that people take a step back
and just really go back to the basics
and with like the simple words that they
hear and keeping it at a very very basic
level has been kind of the thing I've
learned from that and they've got a real
permission to say no wanted to share you
know like are they able to you know say
are they able to just say what they feel
really safe saying and and saying you
know no that's not quite right that's
not quite accurate right here I would
say from the like we've had it in the
experience that I had right at the
beginning was the the reflection was so
accurate it was actually better than
what the person first herself had said
and for me that kind of that would be
going a little bit too too strong
especially when we're getting new people
in who have never tried this before

Marta

yeah Thank You Martin it's really in the name that because it's you know I think it's a really important point that in the empathy circle we're offering something that is a range in it you know a range of it's deep but it's not too deep so that people feel comfortable within that and they have the choice of how deep they want to go and and so I feel some facilitators or some people reflecting might have the temptation to go very deep and that can be out of the comfort zone of the person that they're reflecting so sometimes yeah so it's quite a balance to keep and also within it to our process you know you want people to feel that you're receiving them an empathy but you don't want to open too many doors if that's the size of the container and it's not a bigger container that you would have in it where they reconnect workshop up a whole day or you know yeah so I really appreciate you you stating that so clearly was that by the way did I answer everything Mary and yeah but I'm curious about the whole thing because that is one of the one of the great benefits of mirroring you know we we need each other to see who we are and to see what we can't see and without that we can't see it so we really do need good listening you know good reflecting which is more than just parrotting words or just keeping it Epis surface you have a whole person you've a whole person in front of you and that whole person aches to be seen and heard as a whole person and so to be able to do that respecting their their limits and all of that to do but well is is something that we strive we can strive for and I think also to give humans a lot of credit that if someone makes a mistake and realizes oh gosh I I shouldn't have like brought that up so you know that they learn from that you know and the other person learns so that mistakes mistakes happen but we learn from mistakes on both sides yes very good very good I totally agree with it so far it's been like now I I think from from where we're going and starting off from at the moment is from a very early point so we're all trying to kind of get to that point together and that's also for the facilitators whom I'm inviting like I'm inviting basically everyone who wants to have more training and also wants to spend their Sunday on this to kind of develop this together and get to their that point together but for like starting at an early point we're also we have a very different diverse culture in Norway and this kind of talking is for

many people like this whole experience
is very new already to begin with it's
showing some kind of results in the way
that people are experiencing at least
what they did last but we're really
trying to start as basic as we can so we
don't create this that there is room for
everyone to come in in a sense it
doesn't matter what background they kind
of have that they have this the safety
in in in the still very logical part of
the of thinking and I'm looking forward
to moving further up but I think that's
something that develops naturally when
we move on to more sessions sounds like
you're doing really good work
but I hope I don't forget there we'll
see yeah I just really wanted to mirror
what you're saying to Martin that's been
my experience too that if you if you
mirror someone too deeply they can
experience it as being analyzed by
someone else or therap eyes their you
know therapy eyes by someone else and it
can also frighten other people in the
circle thinking that when it's their
time to reflect you know they have to do
some giant thing as opposed to just
reflecting back what they are hearing
and the as a facilitator when I'm
facilitating a circle I usually make
myself the first listener and I ask
someone else to be the first speaker and
so I'm demonstrating in the way that I
reflect what reflection is and I'm very
careful not to do too much and I'm also
I'm also part of mirroring is sensing
where the other person is emotionally
how willing how open they are how long
they're deep to go that's part of
mirroring also so I totally agree with
what you are saying and it matches my
experience to that comment Martin I
don't know you're on a cell phone
something I think so I'm sorry if you
see if you plaid their hands up you're
creating some training material in
Norwegian the slide show that is there
you know that I narrate you can take
that and I have it on a slideshow if you
want to use the full part or parts of it
you know kind of narrate your own so I
just want to let you know any of those
are available if you're I can just give
you the link to it I think Martha was
making a Portuguese version for example
I actually took it from your
presentation from the facilitator
training so I've kind of moved into
pictures and translated some of that so
that's that's what I use but you can
you're welcome to send if there's
there's more material yeah the flight
deck that you can just take the whole
like I could go in and we also funny

fact is that we have in Norway of this language barrier as well so that there's a large part of the population that don't feel comfortable with speaking English and then there is all these new EXOR members that speak English very well from outside the country so we're doing everything in two languages with different groups as well at the moment okay then that was the time I think and we'll have here complete with that had something else yeah I just want to say I'm really happy to meet you Martin and I'm really excited hearing the work that you're doing and the way that you're doing it so great go go go if there's any way that I can support you I'm happy to do that like why I think you're getting a lot of thumbs up here a lot of twinkle fingers okay so I will