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 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 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 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 didn't 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 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 um 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 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 parroting 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 II shouldn't 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 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