

2020-01-31 Conflict: Circle 4 - Lou

<https://sites.google.com/site/empathycirclehub/empathy-cafes/2020-01-31>

and so I don't forget okay so welcome everybody let's get started right away does anybody have any questions about the process before we get started yes is it natty hotel okay macton well I think I don't know English very well so if you speak fast I may not understand what you're saying so it's just for listening purposes may be difficult for me okay so people who are speaking when my tech Mattei is the listener please go slow maybe or pause more often so that that's helps people out and I appreciate you being alone to participate in this even though English maybe isn't your primary language so thank you very much for your willing to do that questions from anyone else before we get started okay well then just as a way of kind of connecting before we enter the process with with it with the topic could we just go around and maybe have people share something about you that people might find surprising just as a way of sharing something personal that has nothing to do with why we're here today and I'll start so let's see something surprising about me year-and-a-half ago I did a five-day hike on the Appalachian Trail in in weather that was in the low 20s and the teens and it was a great experience we like to go next hi I'm Isabel one of the things I think has been surprising more people is that I did a full year closed with treats as a nun and in a Buddhist Tibetan tradition thank you okay.you your mics off or who would like to go next Alexandra you want to go next can you hear me thinking something surprising doesn't have to be significant okay being in XR is for me kind of surprising okay giving my my background okay and even Italy is surprising everybody when I say it I love baking cake is not very much but you like baking cakes yeah okay Alex are you there sorry Alex well I said Alex because that's what it says on the screen Oh got it that makes that sorry what is your name I'll be Alison okay and something surprising about me God whenever you

actually think about it it is kind of hard I don't know I guess the thing that was surprising to most people the typical age in my area first starting to drive is 16 I didn't start to drive until I was 24 okay alright thank you so so let's go ahead and get started with the process I will so how many people have four how many views is the first time that you're participating in an empathy circle my first time okay show of hands hands on first time lose sorry wait you have a decaf a first time yeah okay all right good all right I just wanted to get a lay of the land so I will so I will be the first listener I'm gonna ask someone to volunteer to be the first speaker and I'll be the first listener just so I'm demonstrating what reflecting someone back sounds like and we'll do we'll do four minute turns and again the topic is how can we deal more effectively with with conflict in X R or if you haven't experienced a lot of conflict and X are just conflict in general or one of the rules of the circle is that you don't have to talk about the topic so when it comes to you talking about whatever's alive for you in that moment that feels important you know that talked about that because that's what keeps things real and and the meaningful is for you to talk about whatever you're feeling in the moment so like I said I'll be the first listener who would like to be the first speaker if you don't mind I will be the first one because I have to leave I'm Isabel Alexander Alexander told me sorry taking the time but of one person okay so go ahead Isabel and I will oh and I'll just say as facilitator you know I will if people are talking a long time and not pausing for a reflection I may say okay could you please pause and let the person reflect back that's something we not don't do in normal conversations and people are not used to pausing and that's fine so you know as a listener you can ask the person to pause if you need them to by holding up your hand or saying could you pause and if that doesn't happen and I'm perceiving as a facilitator I think it's needed I'll break in and say you know could you pause for a minute the other thing I will do is a facilitator other than keep time is you know if as a listener you're doing something other than reflecting the person back like if you're giving your opinion are you responding to what they're saying you know I'll say we'll wait a minute you know you can say whatever you want when it's your time to

speaking right now your job is to reflect back what you're hearing the person say okay all right so go ahead as well okay so I wanted to bring a conflict that that started in in Linux sorry and I think it's going to happen as long as we're going to gather people in people very difference and people that are angry about the situation of ecological crisis so there's many there's a lot of anger always and also we are we're not enlightened so we are quite caught in our own conflicting emotions besides anger have a strong anger strong opinion etc etc and one question that it brings me it's how to approach people that are in conflicts and how to bring a good solution that it's not imposing my own resources um using some some resources from the Buddhist tradition I don't want to impose this this resources and there's nonviolent communication etc but when there's a heats moment of conflicts in like in a General Assembly um it would be interesting to know how how tools we can we can use let me ask you to ponder let me ask you to pause there so I'm hearing you say that you know conflict is to be expected particularly in something like X R where people different people are gathering and they have very strong feelings about what's happening and people actually have a lot of anger they're very upset about what's happening and they don't necessarily have skills to to deal with that people have all different levels of understanding of themselves and understanding skills and that you would very much like to figure out how to respond to those situations like in like in the citizens assembly and that you also want to be careful not to impose just the ones that you know on others like you have some knowledge of this tradition and maybe other things to nonviolent communication but you don't want to impose those on other people is that my hearing you're right yes great okay go ahead mmm so this this is one of the things mmm can you can you repeat the question is about is there more that you wanted to say on the topic or do you want me to repeat the question of the topic I want you to repeat the question on the topic I think the question is how can we how might we deal more effectively with conflict index are okay I think one way directly is this one active active and compassionate listening is really looking at the other person if she's if someone is acting out of

really this conflicting emotions having
this sense of compassion that whatever
conflict is coming is coming from a
place of pain so when we recognize that
is coming from a place of pain I think
naturally compassion comes and when
compassion comes we are we open
ourselves more to the other person and
this is what I try to do it doesn't
always there's really people who
triggers our sensitive points and but I
think this is this is one of my tools
and when I can't use this
I really pause I just stop and and put
myself back in order not to follow too
much my impulse impulsive impulses
because usually they might not be there
the clearest or the most appropriate
ones for that situation okay I think
those are the two tools in the right
moment yeah so yeah so you're saying
that you think compassionate listening
reflective listening like we are
practicing here where you're really
listening carefully to what's going on
in the person both what they're saying
and what they're feeling and trying to
recognize that when people are angry
that or very charged emotionally that
often what they what is coming out is
their pain and that if you can remember
that then you feel compassion we usually
feel compassion for the person and that
and that that doesn't always work
because sometimes sensitivities that you
have get triggered and that what you do
when you notice that happening is you
stay silent because if you're triggered
then you might respond in a way that's
not really helpful that just increases
the conflict instead of increasing
understanding
is that right am I getting all right
yeah and that when we are in the place
of compassion there's something that
opens more to the other person that is
irritating ask some yes and there when
we do respond with compassion by hearing
them and hearing their pain there's an
opening a heart opening that happens
that maybe helps more the console great
amazing you heard I'm curious if people
heard the timer go off okay so there's a
I'm keeping I'm keeping time on my phone
and it's a little chime that goes off
just I'm just hearing people say that
lets us look that sound is okay so so
now I become a speaker and I select
someone to listen to me so I'll select
Matt Matt a we listen to me okay
let me start the clock
okay so so irate I resonate very much
with what Isabel has said I would say
that the way I tried to respond to
conflict is very much exactly what she

described and my experience of how that works and how sometimes I have difficulty with it is true for me too so I'll stop there okay and Lou you said that you resonate very much with what is a business because you think is the same way you you try to make your empathy your empathy circles so as you find very similar to to what she said

I understand understood that and he's right yes yes yeah and that I have the same sometimes success and sometimes difficulty oh thank you so it I the thing that that makes me want to say more about is one of the ways for me to stay in compassion or to kind of see the pain or humanity in the other person has to do with a an idea that comes from nonviolent communication which is that all human beings have the same basic needs so we all want acceptance or respect or meaning or you know different things that all people want we just have different ways of pursuing them or expressing them I'll stop there he said that your way to keep the the empathy going on doing your listening activities is to remember one of the main point of be a non-violent communication theory that says that everybody has needs and so maybe you try to recognize those needs into your speaker and this is the way in which you keep the focus on he's emotional

like behavior yes thank you thanks for hearing me so well yeah so if I can even if I disagree with what the person is saying or even though they're like attacking me you know telling me something some judgment of theirs about myself if I can think about you know what what need are they trying to express right now that helps me see the human being in them and it helps me set aside whatever judgment they're expressing or whatever idea they're expressing that I might disagree or any action that they're talking about that I might disagree with I'll stop there maybe you said that even when people try to attack you or to say offensive things to you when you try to listen to them you try to focus again on the needs that maybe they are trying to express and set apart the change that are this may hurt when we bought their thing yes thank you thanks for hearing me so well I feel hurt

yeah it's your turn okay I may choose Alex that okay with you Alexandra or Alex I'm sorry Alex okay yes sorry Suzette all right with you out to be live the listener yeah sure okay thanks yeah okay I try to explain a conflict in exert easily that I like overview the

this conflict because it was mainly on
on the Bayes website the Italian based
website this person and try to continue
posting offensive things or just
insinuating something for the the SOS
circle in Italy and keep going on this
way for a long time is true two month
from now and I am in a digital well
being circle so I mean the one
[Music]

focused on the regenerative culture things
so it was very difficult to me because
we are very we are a few in exert Italy
also in the national level they try to
give a help in this this way so we
didn't have a way to deal with that
it was very very difficult so I was
there yeah where's that okay so go ahead
I'll try go ahead and reflect back okay
um I think I didn't quite catch some
what she said but from what I'm
gathering that someone was saying in
some sort of publication for about two
months now negative things about your
SOS circle about you know your ex are
Italy and it's been very difficult for
you because having to deal with someone
saying things like that in a public way
is hard to handle would you say that's
accurate method a it was also because I
I was in only one of the furor as to
deal with their genetic regenerative
culture aspect of things and I go on
because so we didn't have a way to deal
with that and the problem was from both
sides because everybody has needs the
national structure and this person so we
didn't we didn't succeed in make the
needs match okay so this is the the
problem because from my hand we had to
keep the the platform safe and because
after all these posting people stopped
going on base the Italian base side and
was a problem for for the operational
aspect of of the mirror and from the
other side we cannot like silence these
people
so I I was here also to try to catch
some heels to make things work better
because now we are unfortunately we are
like agreeing in been banned these
people from the platform for two months
because we we read we read that in Excel
Switzerland they do almost the same
so go ahead possibly yeah yeah okay so
what I'm hearing is that you were put in
charge of trying to handle this
situation meThe day by you know being
put I want to say in charge but you know
you were helping lead the working group
on regenerative culture and this person
was to be put on a two-month ban
because they were making a toxic culture
online to the point where a lot of
people weren't going online anymore

and yeah they were trying to emulate what what Switzerland was doing I would be curious to hear how that that it's worked out so far so though did she hear you accurately okay yes oh good thank you okay all your - okay so then I have to choose somebody yeah I mean Alexandria is there you go has to go okay bye Isabel thank you thank you very much for everything you continue bye so Alexandria just give him one minute please I will come back in a minute okay all right okay shall I choose I guess Alex entry then and just wait for her to come back yes and we'll wait for a minute and see if she actually comes back if not we will proceed now magic wanting to say goodbye that's very fair so I mean then I'm gonna pause the recording for a sec I have been a minute now yeah well sir all the vendors back I guess are you on okay yeah so Alexander's back just because Isabel was leaving sure are you willing sorry are you willing to be the reflector oh yeah okay okay um let me see so let me see if I can be concise always the trouble we have a few conflicts flaring up with some individuals in our group mostly they seem to be conflicts in communication style some people are very or actually both of these people are very strong-willed and one of them is very forcefully speaking it can lead to other folks feeling kind of bulldozed kind of like there's so much strong communication coming at them they don't have room to talk I'll go ahead and let positive let you reflect that back okay so what I get is that in your group you are having some conflicts in communication or some difficult communication because there are some people that have kind of a strong ego and they are thinking that they are the ones that most have the need or the willing to to speak and don't leave space for other people to also to participate in communicates you stated that that's pretty accurate I think yeah yeah as a facilitator I just want to say you know if what the person reflects isn't accurate it's fine to say no that's not quite it or yes you got this part of it but not another part of it so I want encourage people to do that that's got it I think with this person who speaks very strongly with a lot of they have a lot of passion and it is just how they operate in the world how they move through the world they just have a lot of passion all the time and

so that is very overwhelming for a lot of people who are in my group and it gets may be ego could tie into it but I think it's just the the level of passion is just sort of not then most of our experiences but the other thing that is the problem is that they the two people the passionate person and the quietly passionate person I think they are butting heads because they don't really understand each other that well they don't understand that the passion is coming from the same place and are not able to see that maybe they have different ways of trying to the same goal and don't want to take the time to understand that these other ways might be valid for you know different situations and I'll pause to let you reflect on that

okay so I think you are trying to say that there are some people that have so made so much passion that sometimes it's difficult for them to realize that and other people have other ways of being and so they don't understand very well other person and sometimes it gets kind of difficult them to understand each other yes that's accurate and I heard the chime go

imagine we're switching it up now yes you feel hurt yeah okay you want to say you can take time to say one more thing you really only got like two things to say you see you take one more speaking turn if you'd like before we switch mmm I guess the the main thing that seems to be a problem is that both these folks are from different generations both of them are generations older than mine and one of the one the most passionate one is a woman and the other one is a man and so I think the man is having trouble hearing such passion and strong belief in what she thinks is correct without having some you know patriarchal lenses make it hard for him to to see it clearly

that would be I don't know if you want to summarize that Alexander okay so what you were saying is that those people are from different generation and one is a woman that is the most rational one and sometimes the man it gets very difficult to understand every thing that she tries to to communicate and probably the differences of Ages or even because they are from different sexes it's kind of four different and sometimes the men this kind of country ethical tool to the woman yeah I would say that's accurate yeah I feel heard okay so exaggerating and and everyone's had a chance to listen once so far so you can select anyone you want to reflect you that I

thought there was one more people here in the our group son yeah okay so I can speak to you Lou okay okay so the question was about conflicts I really think that we totally need to have some practical tools to manage the for instance in our General Assemblies where sometimes there is 30 or 40 people from different all different backgrounds and ages and sometime it can become very stressful and confusing so I think we really need to f

some very easy tools to to manage the conflicts so I hear you saying that you you think that you that we you really need XR and you would like some tools simple tools concrete tools for managing conflict and you see this particularly in situations like a General Assembly where there's a lot of people and there it's usually very diverse on lots of different dimensions and when people are having trouble during each other or there's conflict you know you need some kind of tools to deal with that debts that's correct and that is one reason why I'm just making this workshop we and my friends because we are trying to learn and to in the next General Assembly tried to propose to to start making as next size on empathy cafe and try to to figure if they really accept and they think that it is a useful tool to try to use and also we are trying to make another workshop on nonviolent communication because it's really really we really need to do it yes so I'm hearing you say that the reason that you came today was to check this out as a tool and to see what else you might learn about how to deal with conflict and that you're hoping to take this back to let's say the next meeting that you're at or next General Assembly and to try it out and see how it works and yeah you're curious to see how that will go and you also think that nonviolent communication is a very good tool yes that's correct

I'm phew
okay anything else you want to say where you feel that now I'm really expecting and curious about all this material that XR I are trying to give to everyone so my congratulations okay so you're feeling some appreciation for XR for gathering materials and making them available to people and you're really curious to see how those will work so what you're saying yeah yes correct all right great thank you yeah okay so yeah I mean we have four minutes to speak we're taking form and turns but you don't have to use all four minutes if you feel like you're done that's

wrong too
okay I'll speak to out with your that's
okay with you yes yes it is okay okay
great well so I'm feeling some joy and
some hopefulness excitement listening to
the examples of conflicts that people
are having and the way that people are
able to they are hearing each other and
listening to each other in mystical and
encouraged by that and excited by that I
agree that nonviolent communication is a
powerful tool also and I think we
empathic to the degree that non-wide
communication supports empathic
listening kind of deep empathic
listening by listening for feelings and
needs I think it is actually what we do
when we're doing a good reflection when
someone's doing it they're very accurate
reflection I'll stop there okay see so
beg pardon time
the monkeys are you getting to have my
first meal of the day and if there's a
bit of a distraction I beg pardon
that's exam so what I'm hearing you say
is that you're very excited to be a part
of this process and thing at all you
know coming to come to fruition so to
speak and well if they beg pardon one of
my creatures on this side is giving me
some trouble and you know I think I
would like to you to repeat the latter
half of that because sure was not able
to get the attention I'd like sure I was
just saying that that I agree that
non-violent communication is a is a
powerful tool and that when and that is
one of the tools that we're actually
using when we do reflection in a circle
like this you know listening to the
different components of what someone is
saying and reflecting those back that's
a form of non-violent communication it's
a piece of it hmm okay so what I'm
hearing you say is that this is an
exciting tool in our tool kit that we
have this opportunity to learn to
communicate this way with each other and
connect with each each other this way
and a deep meaningful seeing each other
a humanity kind of way yeah yeah and
I'll stay - I have a lot you know the
reason I have a lot of confidence in
empathy circles is I've taught
communication and conflict resolution
for a long time and the simple structure
of this activity supports learning
without a lot of training and and the
structure of it also spoken kind of a
deceptively it seemed deceptively simple
for just the little bits of structure
that are part of the circle
helps people to really each other and
even to hear themselves to understand
them stop self more I'll stop

what I'm hearing you say is that that
this is a simple but strong and easily
accessible form of no communication a
skill that can be learned without a lot
of I don't wanna say work but shall we
say it like a book learning kind of work
put into it something that could be
gained quickly and used quickly
effectively and so it could be the
excellent tool in that manner yes
yeah I'm really meaning it can it can be
learned without a lot of instructions
from doing this I hope you feel her yes
I do

so your term okay and gracious me as the
summative speak and then I choose the
mmm-hmm what so again okay
all right so I guess ah I will choose
okay this time was that sound good team
up it okay

just try to speak more like lovely Louis
please because I hate years do really
fast I miss some words sorry oh that's
okay

even people who who are a native English
speakers tell me I speak too quickly
[Laughter]

yeah so I guess I'll probably revisit
what I was talking earlier about about
the two individuals older man and they
the the woman with a lot of passion his
a just starting to develop into an issue
and I'm trying to see how possible it is
for me to take care of it before it
becomes a very large issue but
I think trying to bridge between the two
bone will be tricky because both of them
are not willing to be vulnerable with
each other because they have acted in
ways that have are our least because
there's a better way could save us are
triggering to each other they have they
have made active in a way that has a lot
of emotional weight and has already
caused a lot of damage to each other so
they're not willing to be vulnerable
with each other and I'm not sure how to
bridge that gap and I'll possibly repeat
back to me nothing maybe you said that
those two people then you speak about
before in are not willing to meet one
with the other

or you you like fear to make a bridge
between them because the fear is that
they may not want to expose them
themselves to want to each other to to
show them them vulnerable
so you just fear about death I maybe I
miss something

I I don't know no I'd say that's your
accurate that's exactly it
I don't know if like it is already too
far but it could be that it mostly was
with this particular the last
interaction I had that I was there for

went badly because it was late at night
everybody was tired and everybody was
hungry
so I think maybe that might made it
worse then it might have otherwise been
but still it is a tricky situation to
navigate and so that's mainly what I'm
thinking about at this time is how I can
help them to bridge the gap pork at
least consider bridging the gap now
positive let's you repeat matter Thanks
I think that he said that last time they
they met it was late at night so
everybody was tired and he said that the
situation maybe is is not very
comfortable now because because of the
last time they met they had an argument
and and this way you're not sure that
you can reach them one near with with
the other so tell me if I miss something
I I think no I think again you are
correct
I think more
the thing I'm dealing with it is yeah I
don't know
I can bridge the gap between them two
obviously I'm not the only person there
but so far I have been and then sort of
helping people to bridge gaps and it's
been mostly me but maybe it is that I
need to appeal to the strengths of
others in my group to see if there are
others with of the skill sets that I
don't have or ideas that I don't have
that could help bridge the gap between
this man and this woman sorry
no it's very noisy at my side I'm all
positive let you repeat maybe you'd you
know that you're not the only one then
is trying to breach the true conversion
so maybe you will ask other people about
their knowledge in the field so that
together you can fix these we can fix
things up yeah yeah that's that's
accurate I think honestly that might be
all I have to say about that okay and
the timer did go off yeah yeah okay my
take not a your turn okay I think I'm
gonna choose Alexandra okay and Sandra
I'm okay with you Alexandra it is okay
okay
I stopped I was like comparing the two
experiences of empathy affair or empathy
group that I had this one and a previous
one that they in the previous one they
said to me not to stop the who is
speaking
because and like you have to repeat what
you heard just at the end of the of the
flux that the people speaking dust so I
was wondering which is maybe why there
are pros and cons in both situation I
think not to stop people and say oh I
repeat that to Phil you are understood
to make you feel understood and the

previous one I will respect your your
flux your what you are saying and then
at the end I just summarized what I am I
perceived from your thoughts your heart
stop okay
so what
understood is that you are trying to
compare this training with another one
you made previously and now we are
trying to ask people to pause when we
need be when we are sure that we we can
translate or we know translate we can
tell you what I really understood and I
pause when I I have the need to do it
because otherwise into the other train
you just go ahead and don't stop the the
speaker so just let the speaker talk
everything he wants and you just try to
gather the kind of the feelings and with
the thoughts that you you understood but
you in the previous one you don't stop
it it s it can have both situations can
have good things or bad things so you
are trying to to figure out which one is
the best
sorry for my English all right perfect
is I create everything apart from the
last few words and I'm not like tried to
figure which is the best one just to
make okay the comparison self in
something some sometimes I can use that
kind of model other times I can use the
other one and I'm also thinking about
your your kindness of you all because
one in the with each other to say it's
always accurate and also with me that I
not
I can not a English native speaking so
and just making fatigue to to understand
and to I worried not to understand what
the other person is saying so maybe I'll
hurt him or just not fit and I'm not
feeling in or understood so but in any
anyway you you will like give back good
good feedback good feedbacks so this is
very good okay so what I understood was
that you are really not concerned which
the which is perfect these these going
on with stopping or not because
sometimes you can use one way or the
other you can use another way and also
you are a little concerned as I am about
our English because it's not our native
and not our mother tongue mother tongue
so sometimes could be kind of difficult
to understand clearly what the other
person is saying to us I also feel it
and that's what was what I get okay
that's how you feel I feel hurt you turn
okay your turn Alexandre now it's my
turn
yes okay okay so I can talk to AI all
right David okay okay
so as we in Portugal in Lisbon we had
the very very very big conflict

some months ago because there were kind of two group of people that one group of people was going with ten principles of XR and the other group it was they were not following the the structure of XR so we had very big conflicts and somehow I did something similar to what you speak because there are there was to a woman and mystery man that were completely going into a very big and are too costly so I think I understand your your feelings about this

[Music]

so what I'm hearing news day is that you there was in Portugal a large conflict between who XR group one where they were following the ten rules that another that was doing it differently and some of the speeches from okay this a woman and then three men who were having the the same a similar issue to what I was having which was they were really getting a each other's skin getting a very strong argument with each other would that would you say that is accurate yes it is and I tried to mediate the the conflict but unfortunately I really tried several days but they were not able to listen so they are they were very focus on their own thoughts and they were not able to open to new incomes so what I think that you're saying is that if you did your best

you tried your hardest to do the mediation but it was not enough unfortunately they were not open to hearing the ideas or the reasons for struggle from each other and so it did not go as you had hoped would you say that is Ecuador

yes it is and sometimes when when I was hearing our conversation right now i I I think how sometimes I think is quite important in possible to solve these art conflicts because we cannot enter inside of each one heads and because people don't really are not open to hear different things so it's quite impossible

and when you you have a lot of people sometimes can be really difficult and what can we do in those very hard moments I don't know I really don't know hopefully now I I think that it's not only here because I heard about other countries that are facing the similar difficulties and so what I'm hearing you saying is that it's both a come and also not comforted that other countries are having the same problems and that it's sort of a human issue it is a common issue that people have trouble connecting with each other and hearing ideas sometimes if interaction

goes poorly it becomes if the connection
can go poorly it can be very hard to
reopen that connection
that would you say that is accurate yes
and what can we do in those very hard
circumstances what can we do because you
can you you can do you want to if the
other person does not want it just close
and you are not able to treat the other
person in those situations what what is
the best option to do what you know when
it's really difficult to do what what
are the best options in those cases
because we really have a very very art
assembly and terrible what but now
things are getting much better not good
and so but that get started so what I
hear you saying is that what what can
you do when paper
my bird is very loud what could you do
when when things are going badly
sometimes there's nothing you can do but
wait it out like it sounds like it's
it's getting mildly better there right
now and that you're yeah just doing the
best you can
that's all you can do
I feel like I missed some things there
but yeah yeah and I'm just gonna break
in because we don't have a lot of time
left
I just knew its blessing worried that
there might not be anything you could do
that you're really hoping that to
discover something but you worried that
there might not be anything that could
be done is that right yeah yeah yeah all
right so we're probably gonna get called
back into the other room in a few
minutes and I wanted to just have it
each I wanted to have a minute for
people to share how they experienced
this and I also just wanted to say I'm
gonna take prerogative as facilitator to
say I think there is a solution I think
there are solutions and if we had more
time to talk I had about three or four
things that I wrote down that I was
going to say to try to help deal with
these things on some strategies so like
role-playing you know using this process
to get people who are having difficulty
listening to each other provide a
structure where they can listen to each
other and if they can't hear each other
in this kind of listening then you as a
facilitator could reflect the person if
the other person can't reflect them you
could reflect them and then say to the
other person so do you hear what I'm
saying could you say that what I just
said could you say that to them and and
so you can kind of assist them in
carrying each other that way those are a
couple things to do and I could say more

but I I so I'd like to just hear from a minute from each person how how this was for you

I could go first okay I would like to hear more by the way Lou because that does not very interesting

and I really like this I always think role plays is very powerful so that's all I have to say cuz I want to leave time for you to be able to tell today more thing okay we have one minute before we get pushed back into the other room so quickly I didn't get there then my role now but I think we I had to summarize what I understand oh how I managed in the past those things or just how this was for you how was this for you the oh I know I'm not alone now I many of you have got to complete so I I it's my first time so different experience and yes it to be a listener it's sometimes it's difficult yes it's interesting yes okay thank you everyone

I really appreciate it we're gonna get waiting for the last minute hey everyone's coming by welcome back everyone if you're like in our group we're all we're we're all chomping with more to say so it's kind of a short time we like to go for at least two hours and with the topic of conflict I think up for still more people coming so the topic of conflict is like you just want to need thorough several more hours to just kind of get started so we we do have limited time so unfortunately we had to cut it short and being a large group we need more time at the end for a debriefing so we're now going to go into I'm going to have two questions so the first question is going to be just what your experience with the empathy