



Mediation & Strategies for Handling Difficult Conversations

Sherri Goren Slovin, J.D.  
 sgslovin@slovinlaw.com  
 BeyondCivility.org

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THE CORE OF MEDIATION

Mediation is a PROCESS wherein the parties meet with a mutually selected IMPARTIAL and NEUTRAL person who assists them in the NEGOTIATION of their differences.

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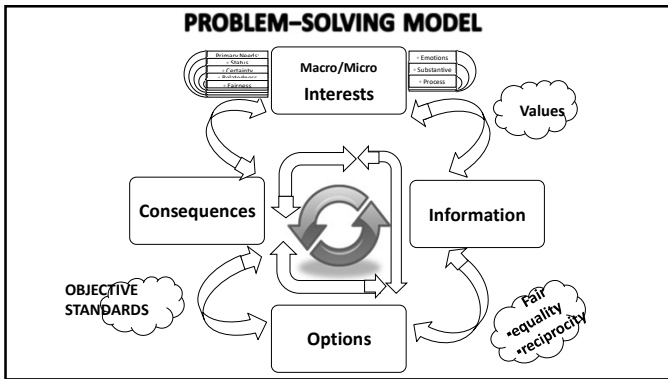
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Communication

-  Determine what you are trying to accomplish
 Understand  
Advocate  
Both
-  Connect with the other person with Curiosity
-  Actively Listen
-  Watch for Triggers/Defensiveness-SCARF

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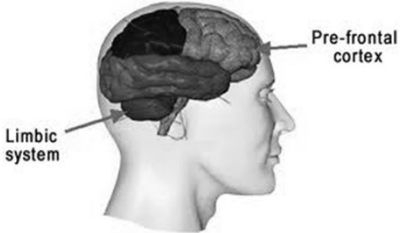
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How does Neuroscience help us Understand Each Other?



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**THE POWER OF STORY**

- **CHANGES YOUR BLOODSTREAM-** OXYTOCIN AND CORTISOL
- **WORKS LIKE VIRTUAL REALITY-** AREA OF BRAIN TRIGGERED AS THOUGH YOU ARE EXPERIENCING IT
- **CREATES IMAGINATION, ELABORATION AND RECALL-** EMOTIONAL PROCESSING IS POWERFUL

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### SCARF

A diagnostic tool tied to what we know about the brain

- It's about approach(reward/engage) and avoid (threat/defend)
  - Brains two systems:
    - Prefrontal cortex
    - Limbic- amygdala

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### Social Triggers that Generate both Avoid and Approach

- Status- Relative importance to others
- Certainty-Brain likes patterns
- Autonomy- Sense of Control over events
- Relatedness- A sense of safety with others
- Fairness- Perception of equitable exchanges, reciprocity

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### Active Listening

- Listen for 3 levels of input
  - Speaker's-Substance/Content-Factual information
  - Speaker's Feeling (Empathetic meaning)- the speaker's attitude, belief, value, feeling, emotion, need interest
  - Our Own Critical Response- Awareness of how we are filtering the message

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### Understanding Defensiveness

In a threat state, we act defensively

We are conditioned to defend:

- Invasion of one's space or territory is an act of aggression.
- When our ideas are attacked, even by the slightest perception of hostile or unfriendly inquiry, our first natural reaction is to defend our ideas as valid and worthy.
- How have others made you feel defensive/ How have you made others feel defensive?

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### WHEN YOU FEEL REALLY DEFENSIVE

Recognize and Count to Three

Be Curious/ Admit to feeling reactive. "I am feeling very reactive and I know until I calm down, whatever I say or do will make this conversation worse and I am not going to do that."

Can we take a few steps back. "I want to understand what it is about this issue that makes you feel the way you do. There might be some place we agree." Go from Macro to Macro to humanize.

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