

Inclusive Civil Discourse

Mainstreet Manager Meeting ~ Pennsylvania Downtown Center & Dept. of Comm. Economic Devel.
September 2020

Advoz: Mediation & Restorative Processes

www.Advoz.org

Lancaster, PA



Chris Fitz
Director of Strategic Initiatives

Earldine Tolbert
Advoz Facilitator, Trainer

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Inclusive Civil Discourse:

Goals: build awareness, connection, skills

1. Relate Ourselves
2. Increase Awareness of Our Own Strengths and Challenges
3. Practice Relating
4. Peacing It Together



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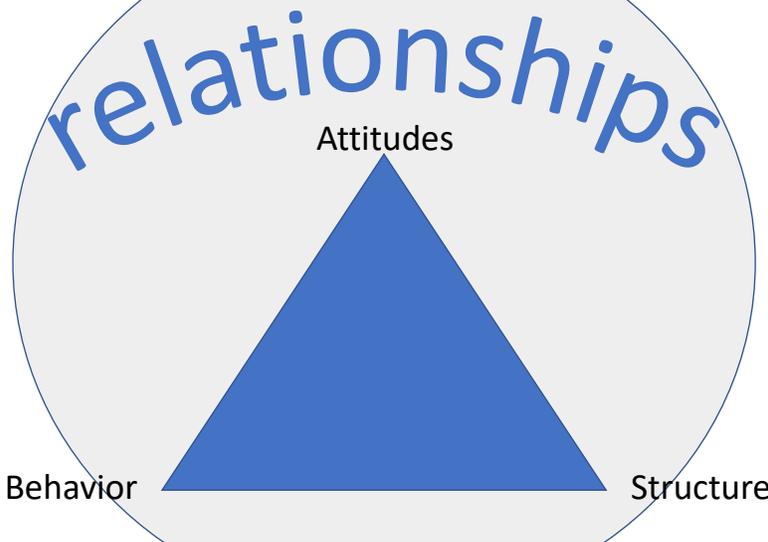


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Conflict = Health or Harm?



Adapted from
C.R. Mitchell, 1981



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FAIR PROCESS

- Engagement
- Explanation
- Expectation Clarity

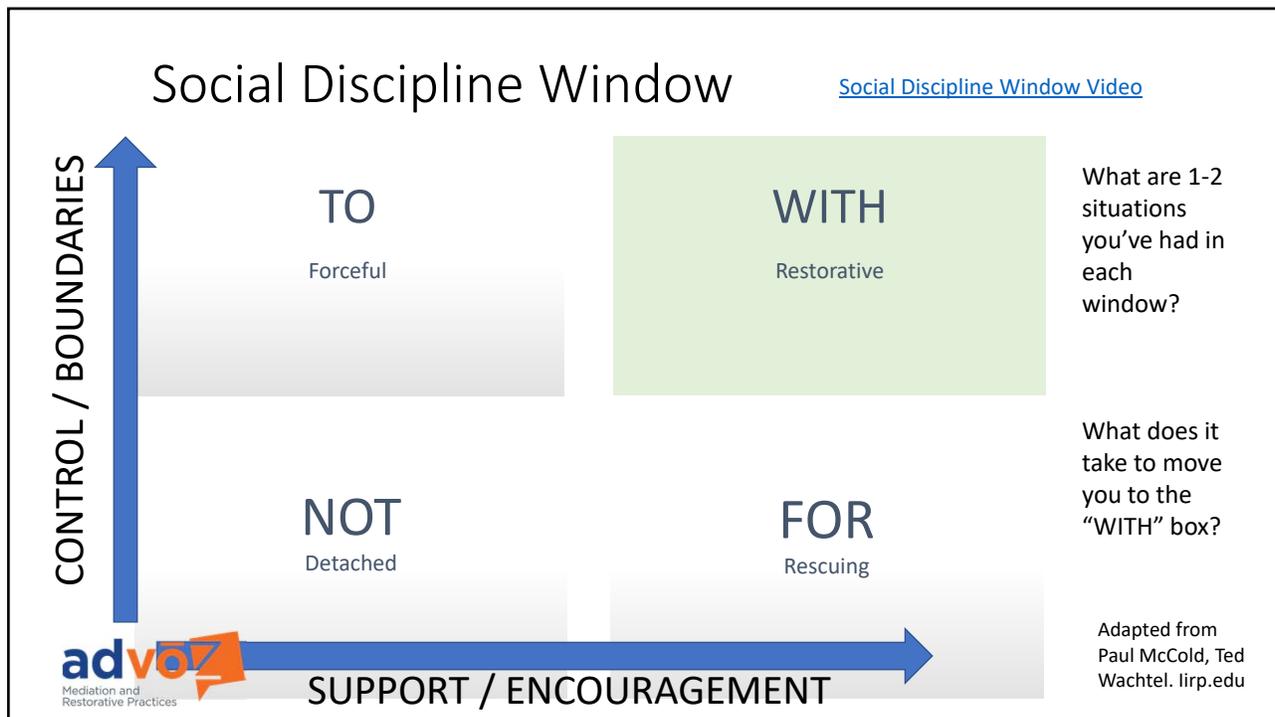
The fundamental hypothesis of restorative practices embodies fair process by asserting that "**people are happier, more cooperative and productive, and more likely to make positive changes in behavior when those in authority do things with them, rather than to them or for them.**"

International Institute for Restorative
(Bethlehem, PA)

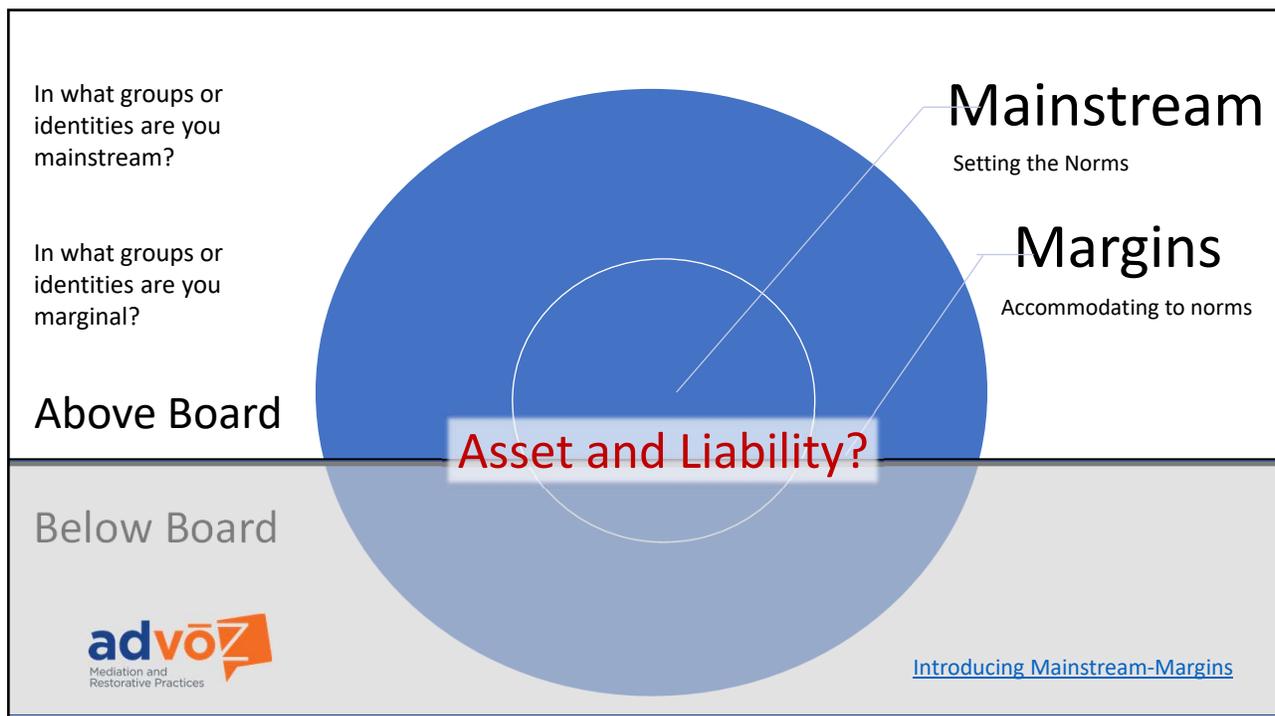


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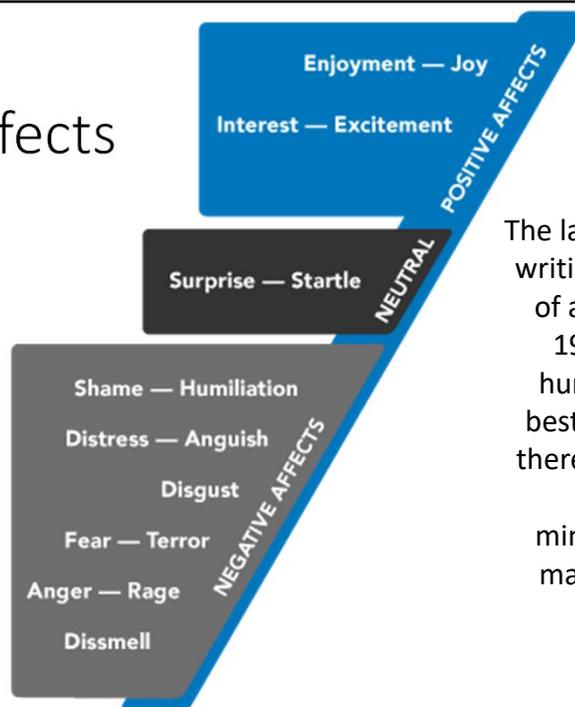


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The Nine Affects



The late Silvan S. Tomkins's writings about psychology of affect (Tomkins, 1962, 1963, 1991) assert that human relationships are best and healthiest when there is free expression of affect or emotion — minimizing the negative, maximizing the positive, but allowing for free expression.

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Affective Listening and Speaking

Name the Feeling

- Are you mad because...
- Are you confused because...
- Are you frustrated that...

Responding:

- I'm disappointed because...
- I'm frustrated because...
- I am nervous that...



practice
practice
practice
practice

Ask "why?"

- ...you might've looked incompetent?
- ...you didn't hear the rationale behind it?
- ...you didn't have time to prepare your thoughts?

-
- ...I had seen so much common ground between us.
 - ...I didn't get to contribute my best work.
 - ...we haven't talked about wearing masks which often brings up a lot of issues.

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Deep Listening with Summarizing

What is summarizing?

- Listening for the deeper “notes”
- Pulling together key ideas and facts
- Establishing a basis for further discussion
- Reviewing progress



How to summarize?

- Use key words that you heard (multiple times)
- Restate major themes and ideas (in less divisive ways)

Examples

- “It sounds like what’s coming out of this discussion is...”
- “So the key ideas that I hear you expressing are...”
- “I hear the group having a growing sense of _____ about the situation...”

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Join us for the deep dive!

Deepening Civil Discourse

Developing Strategies & Group Facilitation Skills

Tuesday, November 10th & Friday, November 13th

Advōz: Mediation & Restorative Practices

www.advoz.org

Lancaster, PA

chris@advoz.org

(717) 397-2404



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