

Deepening Civil Discourse

Pennsylvania Downtown Center & Dept. of Comm. Economic Devel.

November 2020

Advoz: Mediation & Restorative Processes

www.Advoz.org

Lancaster, PA



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Inclusive Civil Discourse: Goals: build experience, skills

1. Experience civil discourse
2. Practice interpersonal communication and restorative practices
3. Practice Relating
4. Peacing It Together



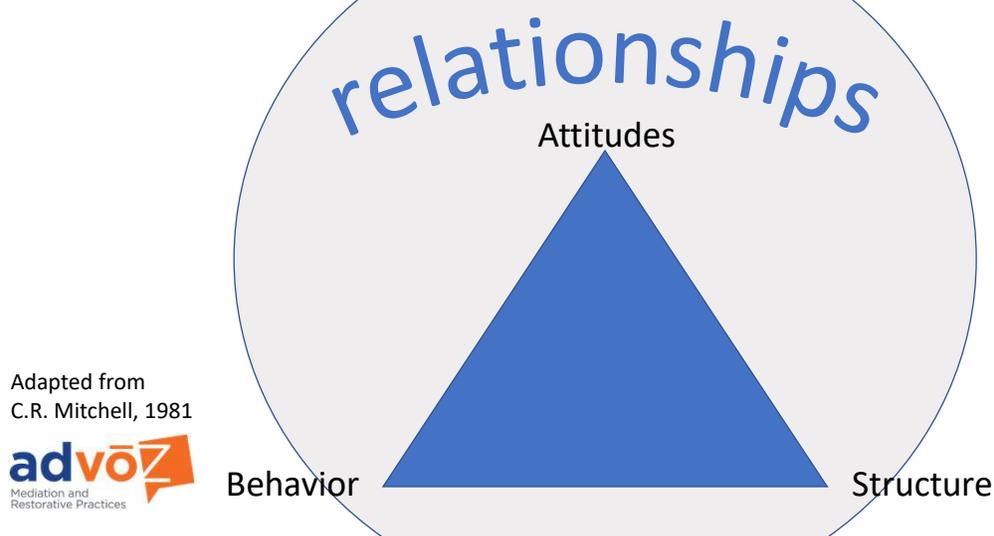
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Our Circle Process Expectations

- Solo Tasking
- Permission to pass
- Talk with the talking piece – chance to speak, listen together
- Responsibility for speaking, listening for yourself
- Show support with body language, Thumbs up/down/sideway
- Confidentiality – what shared in the circle, stays in the circle, except when permission is granted to share

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Conflict = Health or Harm?



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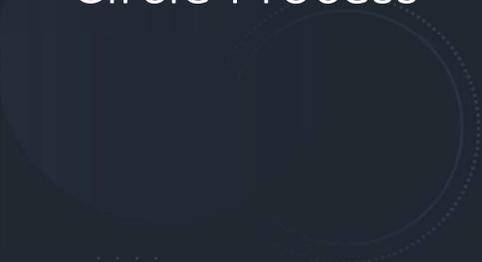
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Lancaster Conference of 1744



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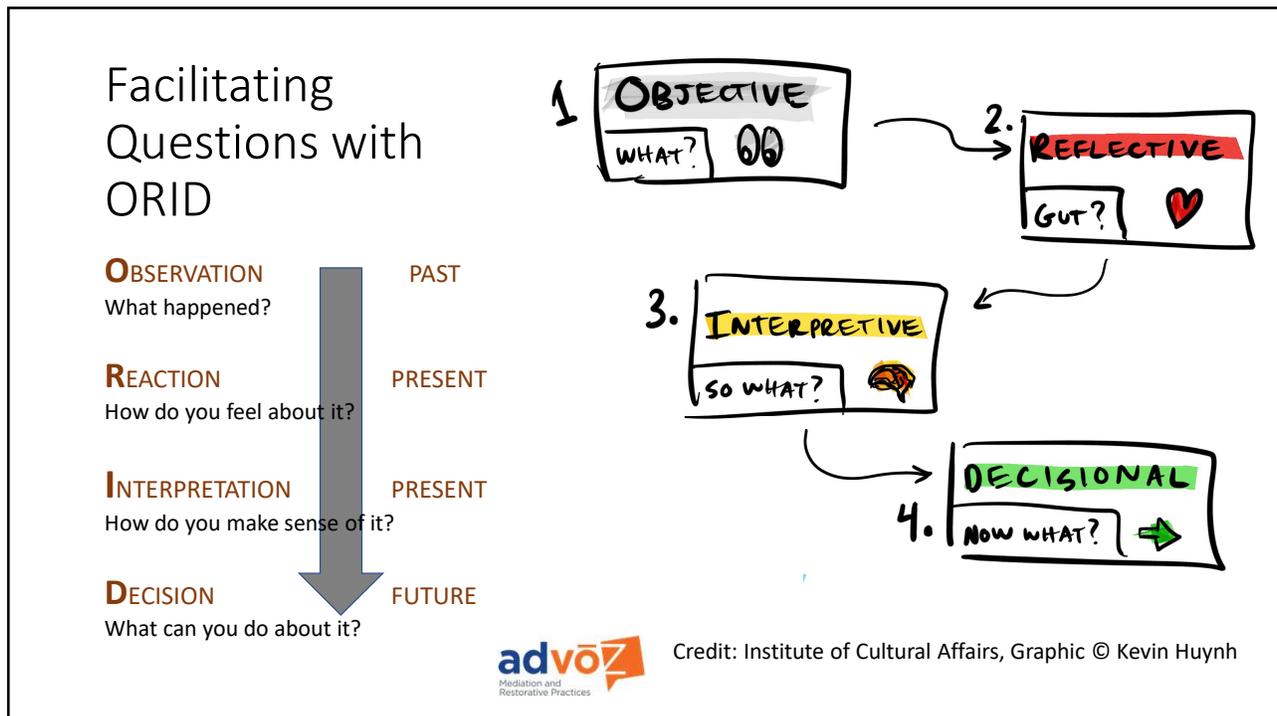
Circle Process



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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 healthiest when there is free expression of affect or emotion, managing those of repulsion (negative) and attraction (positive).

POSITIVE AFFECTS

- Enjoyment — Joy
- Interest — Excitement

NEUTRAL

- Surprise — Startle

NEGATIVE AFFECTS

- Shame — Humiliation
- Distress — Anguish
- Disgust
- Fear — Terror
- Anger — Rage
- Dismissal

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Practicing Empathy

1. Think of your situation or conflict. What happened to bring it to that point?
2. Take turns speaking and responding with the following direction:
 1. Name a feeling you're hearing,
 2. Guess why they might be feeling that way,
 3. At the end summarize what you heard.
3. Switch teller and listener

**practice
practice
practice
practice**

Name the Feeling

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

Ask "why?"

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

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Listening by 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)

Example

- “It sounds like what’s coming out of this 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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Next up...

Deepening Civil Discourse Part II
Group Facilitation Skills & Strategies

Friday, November 13th

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