

Facilitating A Conflict

By Lee Mun Wah

1. Breathe. Notice how you are *feeling*.
2. When you are not sure what to say or do – be *still*.
3. Allow for *silence* after the speaker has shared.
4. *Mirror back* the concerns and feelings of the speaker.
5. *Non-verbally* acknowledge the feelings of the speaker.
6. Connect with the speaker using your eyes and body and voice.
7. Use your ethnicity, gender, etc. to make a connection with the speaker. Notice when all of these are also a threat or an obstacle.
8. Stay with the anger until it has been *fully* expressed. Then gently move towards the hurt.
9. Stay *connected* to your co-facilitator. Share the experience.
10. When one facilitator is listening, the other facilitator is observing the reactions of the group.
11. Ask about the *life context* of one's statements. Get to any past experiences. Discover how this affects the person today.
12. Watch for signs and clues that the group is leaving you. Notice and acknowledge their points of entry and departure.
13. Trust the wisdom of the group.
14. Conflict is an opportunity for intimacy. View anger as an intimate opportunity and a catalyst for change and illumination.
15. Let the participants tell you where to go next. It is their workshop.
16. Observe the Listener as well as the Speaker. Be aware of intent and impact.