Leveraging the Best in Multiple Intelligence & Appreciative Inquiry Discoveries with Diverse Parties in Mediation

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Presentation Themes

- Cultural Intelligence and mediation significance
- Appreciative Inquiry for a more constructive dialogue
- Emotional Intelligence and rational decision making in mediation
An outsider’s seemingly natural ability to **interpret** someone’s unfamiliar and ambiguous gestures the way that person’s compatriots would.


The capability to **function** effectively across national, ethnic, and organizational cultures.

The Three Sources of Cultural Intelligence

Mind

Body

Heart
Mediators who are somewhat detached from their own culture can more easily adopt the mores and even the body language of an unfamiliar host.
6 Cultural Intelligence Mediator Profiles

1. The Provincial –

The provincial mediator can be quite effective when mediating between people of similar background but runs into trouble when venturing farther afield.
2. The Analyst –

The analyst mediator methodically deciphers a foreign culture’s rules and expectations by resorting to a variety of elaborate learning strategies. The most common form of analyst realizes pretty quickly they are in alien territory but then ascertains, usually in stages, the nature of the patterns at work and how to interact with them.
3. The Natural –
The natural mediator relies entirely on intuition rather than on a systematic learning style. They are rarely steered wrong by first impressions.
4. The Ambassador –

The ambassador mediator, like many political appointees, may not know much about the culture they are facing, but convincingly communicates certainty that they belong there.
5. The Mimic –

The mimic mediator has a high degree of control over his actions and behavior, if not a great deal of insight into the significance of the cultural cues he picks up. Mimicry definitely puts parties at ease, facilitates communication, and builds trust. Mimicry is not, however, the same as pure imitation, which can be interpreted as mocking.
6. The Chameleon –

The chameleon mediator possesses high levels of all three CQ components and is a very uncommon mediator type. He or she even may be mistaken for a native of the country.
Appreciative Inquiry -
A new form of intelligence that allows people to reframe the negative into the positive.

Seeing the glass half full vs. half empty
Appreciative Inquiry Integrated in Mediation -
Assists people and organizations move toward necessary change.
Appreciative Inquiry Tips in Mediation-

1. Conflict as an opportunity instead of an impediment
   Conflict is not bad, it can be a great opportunity to better understand each other...

2. View parties as partners not as adversaries in mediation
   You may be partners in peace in this...
Use Positive Consciousness in Appreciative Inquiry:

1. Be deliberative to integrate positive consciousness
2. Punctuate mediation with a positive tone
3. Prime parties for positive opportunities
4. Invite positive consciousness in the room
5. Reflect on outcome and difference
Use Positive Consciousness in Appreciative Inquiry -

"In our consciousness, there are many negative seeds and also many positive seeds. The practice is to avoid watering the negative seeds, & to identify & water the positive seeds every day."

— Thich nhat hanh
Achieve Positive Consciousness through -

Self Discovery → Mindfulness →
Self Consciousness → Intentional and Deliberative instead of automatic habits

intentional (adj.)
an action performed with awareness; done deliberately, consciously, on purpose
Multiple Intelligence and Appreciative Inquiry

Activity for Appreciative Inquiry and Positive Consciousness-

1. Get in groups of 4

2. Take turns to convert a negative comment into a positive comment or opportunity

3. Debrief -- How will this help you in mediation?
Is about…

- *Exploring* emotional dimension of behaviors at mediation

- *Recognizing* that emotions often drive decision-making

- *Appreciating* how mismanaged emotions hijack rational thought, decision-making
**WHAT IS “EMOTIONAL INTELLIGENCE?”**

- Ability to identify and manage own emotions and those of others

- Ability to promote better *relationships* for self and others

- Indispensable factor in career success, valued more highly by corporate world than high ‘IQ’
Emotional Intelligence in Mediation

Key EI Benefits:

- Affirms individual worth, enhances relationships

“Emotionally-Wise” People:

- Read people better, address conflict more productively
- Experience less conflict, more enduring relationships
EI Quadrants I and II

**SELF AWARENESS**

Ability to honestly discern own emotions, motivations, interests, strengths, weaknesses

**SELF MANAGEMENT**

Ability to master one's thoughts, emotions, words, actions for constructive purposes
EI Quadrants III and IV

SOCIAL AWARENESS

ABILITY TO UNDERSTAND & EMPATHIZE WITH EXPERIENCES, EMOTIONS, INTERESTS OF OTHERS

RELATIONSHIP MANAGEMENT

ABILITY TO ASSIST, WORK AND RESOLVE CONFLICT IN MUTUALLY BENEFICIAL WAYS
Some Indicators of EI:

- Optimism
- Persuasiveness
- Self Reflection
- Self Awareness
- Self Confidence
- Self Control
- Discernment
- Empathy
- Collaboration
- Conflict Management
Emotional Intelligence in Mediation

‘IQ’ (Cognitive Intelligence) vs. ‘EQ’ (Emotional Intelligence)

- And why the two don’t correlate!!
People have limited RATIONAL DECISION MAKING capacity when emotions rule the day!
Worth Remembering...

- Conflict between Amygdalas and Frontal Cortex regions of brain causes fundamental inability to think clearly.
- Influence of Mediator and others is diminished, despite best efforts.
- Settlement not achievable while neurological conflict exists!!
Emotional Intelligence in Mediation

As Emotions Intensify... Rational Decision Making Diminishes
Video Demonstration:

*A Few Good Men*

(Now what did YOU perceive??)
Emotional Intelligence in Mediation

Tips for Mediators, Advocates...

- Appreciate that negative emotions typically is root cause of impasse
- Take emotional temperature early, often at mediation
- Don’t put a lid on emotions at mediation; rather, learn to manage them!!
Final Questions, Thoughts, Perspectives
Thank You!!

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