

Conflict Facilitation System & Emotional Support

Purpose: To support members experiencing emotional distress, interpersonal tension, or conflict – during and/or beyond events/ calls.

Empathic Listening & Conflict Facilitation Circle

Use the Comment function to add your name if you feel comfortable offering empathic listening, mediation or other forms of conflict facilitation to other members of Catalyst Lab

Name	Email	Modalities/Forms of Support
		empathic listening, Nonviolent Communication, mediation, Internal Family Systems
		empathic listening, Nonviolent Communication, mediation
		empathic listening, Nonviolent Communication, mediation, IFS
		empathic listening, Internal Family Systems, mediation, Nonviolent Communication, restorative circles
		empathic listening, Process Work

During Calls: If you find yourself having difficulty staying present due to any kind of emotional overwhelm, here are a few options for receiving support on the call:

- 1) **Send a chat to any member of the Empathic Listening & Conflict Facilitation Circle** who is on the call, letting them know you are having a challenging time. They will connect with you via chat and you can decide together if you'd like to get support via chat, in a breakout room, or after the call.
- 2) **Speak up in the session** to tell the group that you are having a challenging time. Depending on your needs and the needs of the rest of the group, the facilitator can

either support you “live” in the group and/or help you find someone to support you in a breakout room.

- 3) If for whatever reason you are not able to get the support you are wanting by staying on the call, remember **you are free to step off the call** to take care of yourself. If possible, **please let the group (or at least the facilitator or someone else in the group) know** via chat that you are choosing to leave, so that we know what is happening for you and someone can reach out to you to offer support.

Emotional Support and Conflict Facilitation Practices

The order of these practices is from least to most human resources required. If one step does not adequately support you to address the tension, move on to the next step.

- 1) **Self-Connection:** As a first step, take time and space to bring more awareness to what is coming up for you internally, as a way to offer empathy to your upset parts and thereby gain more inner space to access compassion, curiosity, and clarity regarding the situation you are in. This process supports us to speak “for” our reactive parts, rather than reacting “from” these parts. See the [Self-Connection Process](#) and [Meditations](#) as tools to support this.
- 2) **Empathic Listening:** Ask one or more of your pod members for empathic listening support, or contact someone from the Empathic Listening & Conflict Facilitation Circle (see above). Such listening is intended to offer compassion and curiosity, thereby supporting self-connection and self-responsibility.
- 3) **Direct Dialogue:** When you and the other person(s) are ready to seek to understand each other and find a mutually satisfying outcome, invite a direct dialogue, with each of you a) having a chance to express what is important to you; b) having the essence of what you’ve said reflected by the other person to your satisfaction; and c) making offers and requests to serve a mutually satisfying way forward. A direct dialogue can be supported by filling out a [1-on-1 Feedback Form](#) beforehand.
- 4) **Supported Dialogue:** This is direct dialogue with third party support. This third person offers their presence as needed to support reconciliation, from silent witnessing to active mediation. See the Empathic Listening & Conflict Facilitation Circle list above to identify 3rd party support.
- 5) **Group Process:** If you see it as important for multiple members of the community to be present to address a conflict, initiate a group process, such as a Restorative Circle, a

talking circle, or a facilitated group dialogue. Contact a member of the Empathic Listening & Conflict Facilitation Circle for support.