

WHAT IS HEAT? Heat is when the conflict feels ready to explode, to derail the mediation. Heat may be irrational. Heat may have brought the participants to mediation. Heat can be loud and overt, or quiet and subtle. Heat can be the heart of the conflict, the obstacle to resolution. Heat must be dealt with, one way or the other.

SAFETY FIRST Heat can be harmful. Heat can harm everyone – the mediator, the other participant, and the participant expressing the heat. A mediator must monitor everyone for safety, including the mediator. A mediator must know when and how to intervene, if safety is at risk.

TENDENCY TO REDIRECT MEDIATION AWAY FROM HEAT Jump to solutions. Jump to caucus. Change the subject. Suppress the heat. Adjourn and return on another day. End the mediation. And more...

POTENTIAL BENEFITS FROM WORKING WITH HEAT · Discover what is really going; · Shift the participants' mindset; Discover needs, interests, · Discover motivations and values, and critical information; options for resolution; Discover what could make mediation unsafe; Discover the dynamics of conflict; Dissolve a major emotional or other barrier to resolution; Discover whether the dispute can be mediated and if so, how; Normalize a situation so that the Discover how to make heat workable; participants may work with it; Reduce physiological stress · And more... response;

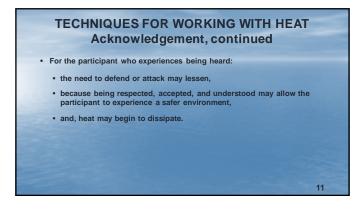
IS HEAT WORKABLE? • Heat can be viewed from many perspectives: • Counselors and therapists look to diagnose causation and to prescribe treatment. • Trial attorneys and negotiators may seek to comprehend the heat of a conflict for the purpose to gain an advantage for winning.

IS HEAT WORKABLE? Mediators are offering a dispute resolution process. The mediator is looking for how heat can impact the mediation process – whether the mediation may go forward, safely and constructively. A mediator needs to explore whether the heat is workable, and if so, how to work with the heat.

HOW TO EXPLORE HEAT 1. Safety checks constantly 2. Observe what is happening 3. Select a technique to try 4. Use the technique 5. Observe what happens 6. Repeat as needed

WHAT MAY BE UNDERNEATH Physical impairments Low blood sugar Substance abuse Lack of sleep Exhaustion, physical or emotional Mental illness Unmet needs • Unheard needs • Anger Misunderstanding Disappointment Differing information or lack of information A sense of loss And more... Biological stress reactions Past trauma/core injuries

TECHNIQUES FOR WORKING WITH HEAT Acknowledgement A participant can become heated when, the participant feels unheard, not respected, devalued, ignored, or insulted. If a participant experiences being heard by the mediator, then the participant will experience: The mediator is not responding with hostility; The mediator is listening with interest; and The mediator is validating that their experience is real for them.





TECHNIQUES FOR WORKING WITH HEAT Know when to stop

- · A mediation can rapidly change.
- · At any time heat can become unworkable.
- When heat is unworkable, it is time to stop what is happening and to change course.

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A MEDIATOR'S ASPIRATION

I need the ability to be comfortable working with heat during mediation, rather than to be afraid when heat comes into the room. Being conflict avoidant myself is not helpful. I wish to bring more tools than avoidance to the process. I am committed to learning when and how to work with heat – to understand how to navigate the heart of a conflict – to provide the parties with a safe and meaningful opportunity to move forward.

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