The Heart of Conflict: Giving Voice to Non-Material Needs

Agenda

9:00 Introductions; overview of the day

9:15 What are non-material needs and why are they important in the work we do? (large group discussion)

9:45 Exercise: think about a personal conflict you have had, and your non-material needs that were not being met. What could have happened that would have met this need? Pair and share. Whole group debrief.

10:30 Emotional outcroppings -- what are they? How can we use them to discover our client's non- material needs?

 Fishbowl

11:00 Working with clients: helping our client's identify and express their non-material needs.

 Role play 1: working with my client to identify non-material needs.

 Role play 2: team meeting -- how will we choreograph the next meeting to facilitate the non-material needs conversation?

12:00-1:00 Lunch

1:00 Role play 3: Preparing with my client for the next full meeting.

 Role play 4: A 4, 5 or 6 way meeting, working with non-material needs and interests

 Large group debrief

2:15 Process design to incorporate recognition of non-material needs.

2:45 Closing