

HOPE:  
The Essence of  
Resolving Family  
Disputes

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“

*Do not forget to  
hope and happy be.*

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John McLeod

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“

*We must accept finite  
disappointment, but  
never lose infinite  
hope.*

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Martin Luther King, Jr.

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“  
*Few things in the world are more powerful than a positive push. A smile. A world of optimism and hope. A ‘you can do it’ when things are tough.*”

4 Richard M. DeVos

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HOPE AND OPTIMISM  
RESEARCH

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Eye Opener

Hope can prolong life.

- Between 1992 and 1996, 800 people ages 64 to 79 participated in a University of Texas survey on depression. As of 1999, 29% of the “hopeless” died. Only 11% of the “hopeful” died.

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## The Placebo Effect

In a study comparing an active medication with an inactive substance/placebo -

if the placebo is engineered to produce the same side effects, the efficacy of the placebo is virtually **identical** to the real medication.

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## Healing

A change in mindset has the power to alter **biochemistry** and *neurochemistry*.

**Biochemistry:** Hope can have significant effects on fundamental physiological processes such as respiration, circulation, and motor function.

*Neurochemistry:* Belief and positive expectation (the key elements of hope) can block pain by releasing endorphins and enkephalins, which mimic the effect of morphine on the body.

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## Promoting Healthy Behaviors

- A vision of hope can sustain us, provide impetus for recovery, and help us to accept setbacks.
- Hope provides pathways to happiness and well being.
- Hope is good for business!
- Hopeful leaders get rid of clumsy obstacles and processes that get in the way of success.

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## Hope

- Hope structures your life in anticipation of the future.
- Hope influences how you feel in the present.
- Hope creates a positive mood about an expectation, a goal, or a future situation.
- Hope can alter how you currently view yourself.
- Hope has behavioral consequences.

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Most importantly, hope is  
good for families...  
and everyone else!

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## Contrasting Happiness, Optimism, and Hope

### HAPPINESS

Biological

- One of the "Big 6" emotions.

- Norepinephrine

### OPTIMISM

Cognitive

### HOPE

Primarily a **learned condition**

- A better predictor of college success than SAT!

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...and if people can learn  
it, WE can teach it.

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HOPE: PEACEMAKERS AS  
PURVEYORS OF HOPE

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“ *Peacemaking is a broader commitment than simply trying to avoid litigation or hammer out a settlement. It is the search for ways to improve the lives of the people we work with, help to repair their relationships and encourage them to prevent future conflict.* ”

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5 Forrest “Woody” Mosten, Esquire

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### Be a Purveyor of Hope

- Napoleon credited with describing leaders as "dealers in hope"
- "Hope smiles from the threshold of the year to come, whispering 'it will be happier.'" Alfred Tennyson
- "When you're at the end of your rope, tie a knot and hold on." Theodore Roosevelt
- "Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence." Helen Keller
- "Just when the caterpillar thought the world was over, it became a butterfly" Proverb

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“  
*You cannot shake hands with a clenched fist.*  
 ”

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 7 Indira Gandhi

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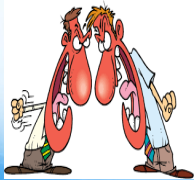
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CONFLICT



VS



PEACE

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### Peacemaking vs. Traditional Representation

- Win/Lose vs. Win/Win
- Disconnection vs. Connection
- Single Track vs. Interdisciplinary Training
- Limited Skill Sets vs. Multidisciplinary Skills
- Lawyer Power vs. Interprofessional Strength
- Results vs. Holistic approach
- Judge/3<sup>rd</sup> Party vs. Client Decisions

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### Peacemakers can sell:



- Hope
- Resolution
- Fairness
- Forgiveness
- Better Relationships
- Empowerment
- Prevention
- Hope

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### Benefits of Peacemaking Services to Clients:

- Provide hope to the client for a better tomorrow
- Empower client
- Reduce stress in client's life
- Reduce damage to children
- Teach client how to live a better life
- Teach client how to resolve differences peacefully
- Teach client how to save money
- Expedite the dispute resolution process

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### Benefits of a Peacemaking Practice to You:

- Do not do things that conflict with your core values and personal attributes
- Be proud of what you do
- Do not compromise yourself merely for a dollar
- Be ethical
- Think about your long-term reputation
- Increase the likelihood of being paid for your services
- Increase the likelihood of other professionals referring business to you
- Think of the benefits you can bring to others
- Be a trendsetter

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### Developing a Profitable Peacemaking Practice

- Identify your core values and key personal attributes
- Identify the image that you want to portray to the public
- Create a plan to communicate your image to the public
- Make a commitment to live up to your image
- Identify the services that you want to provide that are consistent with your core values and personal attributes
- Have the guts to decline business that does not suit you
- Provide pro bono services, but only when you choose to do so

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### Why Being a Full-Time Peacemaker Gets More Cases Through Your Door

- Other professionals in your field see that you are no longer a competitor
- Professionals in other fields see you as a resource who is trained and dedicated to peacemaking work
- Clients seem to appreciate your congruence to "walk the walk," no matter what happens
- You are differentiated from the many professionals offering mere add-on collaborative services
- Most importantly, you are free to concentrate on doing what you enjoy and doing it better than ever before

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*"I have often thought of this dual role of conflict resolver and courtroom advocate as akin to being asked to ride two horses... At some point to remain riding it will be necessary to commit to one horse or the other. The difference between the skills I bring as a collaborative professional practitioner and those I used settling within a litigation template is the difference between riding one horse rather than two."*



Nancy Cameron

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### Peacemaking and Hope Negotiating Tips

- Treat others with respect and dignity
- No preconditions to negotiations
- Have confidence in your negotiating skills
- Give client reason to trust your judgment
- Mutually create agendas for meetings
- Set goal with client to stay out of court
- Use Interdisciplinary team
- Encourage direct party conversations
- Acknowledge and show empathy for concessions and difficult decisions
- Do not be afraid to apologize and take responsibility
- Encourage unconditional concessions
- Never pressure
- Never threaten
- Talk about realities
- Use a calm and unthreatening voice
- Be aware of your own triggers
- Us Word, not PDF
- Model behavior
- Praise others for hopeful peacemaking behavior

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## CENTERING OURSELVES: FROM POWER TO PEACE

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# MINDFULNESS



## Exercise

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We must know  
and center ourselves

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- What does it mean to be **MINDFUL**?
- Be present in the moment, in the "here and now," NOT in any other time, place, or mindset.
- Keep your active attention on the present moment.
- Suspend judgment; be NON-judgmental.
- DON'T just react -- instead, practice active listening, and respond appropriately.

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The healing power of  
breath:  
Exercise

- Get your respiration baseline – time your normal breaths per minute.
  - Breathe in through your nose, slowly and deeply
  - Then hold for a few counts...
  - Now, slowly and fully exhale through your mouth

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How can we start our day  
more effectively?

- Measured breathing
- A moment of quiet reflection
- Mindfulness meditation

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## Meditation

- Consider morning and other crisis meditation practices.
- Find a tranquil, distraction-free environment and make yourself comfortable.
- Center yourself, quiet yourself, and focus on meditating however you see fit.
- If you find yourself distracted (this happens to all of us!), acknowledge it, and bring yourself back to a meditative state.

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## How else can we practice mindfulness?

- Do one thing at a time
- Pause before you act
- Keep a routine
- Try eating mindfully
- Consider journaling
- Be in the present moment, no matter how mundane the task

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*"To create peace, we have to be peaceful."*



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## The "Facial Feedback Hypothesis"

- The very act of smiling relaxes you – your brain senses your smile muscles and gets a message that "I must be happy."
- Smiling actually releases endorphins, just like chocolate!
- If you are stressed, **smile**, and it will relax you.
- Muscles have memory – the more you smile the easier it gets.

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## Botox?

- Interestingly enough, a study in Wales found that people with Botox injections, whose ability to frown was altered, reported being happier than those with the ability to frown, and were less anxious in their lives in general.
- Why you may ask? Because having a smile on your face can trick the brain into taking a happier path, boosting neurotransmitters, stimulating dopamine response, and giving us good feelings.

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A smile can produce the same level of brain stimulation as receiving \$25,000.00.

...that means if you are smiling a lot every day, you can essentially feel like a millionaire!




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## EMOTIONAL INTELLIGENCE

- IQ - it is what it is.
- Personality - it is what it is.
- EI (or EQ) - we can understand it, we can learn it, we can improve it!

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## What is Emotional Intelligence?

“The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.” John D. Mayer, Ph.D. and Peter Salovey, Ph.D.

“The capacity to reason about emotions and emotional information.” John D. Mayer, Ph.D.

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## Understanding Emotional Intelligence

- The ability to recognize your emotions, understand what they’re telling you, and realize how your emotions affect other people around you.
- When you understand how other people feel, you can manage relationships more effectively.
- The ability to perceive, control and evaluate emotions.

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### What EI/EQ is all about:

- Perceiving Emotions
- Reasoning with Emotions
- Understanding Emotions
- Managing Emotions

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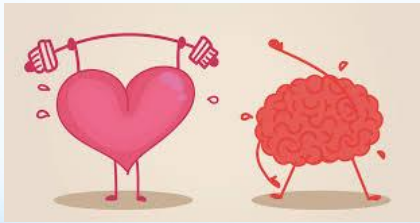
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### EI/EQ vs. IQ



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“For most people, emotional intelligence is more important than one’s IQ in attaining success in their lives and careers...”

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psychcentral.com  
This and more, courtesy of Brad Enterline,  
Esquire and Pamela Presler, MSW, LCSW

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- EI/EQ and IQ are *not* connected.
- People with average IQ outperform those with high IQ in terms of EI/EQ 70% of the time.
- IQ helps one get the job, and EI/EQ helps one succeed at the job.

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### More Statistics

- EI/EQ skills are more important to job performance than any other leadership skill.
- 70% of male leaders who rank in the top 15% for decision-making skills also score highest in EI/EQ skills.
- Females score higher than men in all areas of EI/EQ skills, except for self-management.
- On average, CEOs and other senior executives have the lowest EI/EQ scores in the workplace.

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### Benefits of EI/EQ

- Solve emotion related problems quickly and accurately
- Accurately perceive emotions in faces
- Know how to use emotional episodes in your life
- Understand the benefits that emotions communicate

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## EI/EQ and Collaborative Teams

- Collaborative teams aim to create a "safe space" for clients, and to model effective communication and healthy relationships.
- The more that team members develop self-awareness and self-management, the more socially aware the team can be, and in turn, the team can benefit from evolved relationship management which supports positive team outcomes.

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## The Four Attributes of EI/EQ

- Self-Awareness
- Self-Management (motivation)
- Social Awareness (social skills)
- Relationship Management (empathy)

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## Self-Awareness

- Ability to recognize one's own emotions and how they affect thoughts and behavior
- Understanding how one's emotions and responses to them effect other people
- Getting to know yourself from inside out, and outside in
- Know who you are and what triggers you
- Open yourself to the idea that you have strengths and weaknesses
- Seek feedback from others who can see in us what we can't or won't see in ourselves

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## Self-Management

- Ability to use awareness of emotions to actively choose what you say and do
- Your first reaction to an event is always emotional, which you have no control over
- Practice breathing, finding ways to relax, therapy or speaking to good self-managers
- Balance and self-care are critical

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## Social Awareness

- Ability to understand the emotions of other people and pick up on cues
- Ability to recognize dynamics in a group
- Be aware of the importance of the "culture of the room" as it pertains to collaborative team behavior and dynamics
- Listen and observe
- Use your five senses and stay present
- Avoid taking notes; multi-tasking effects your ability to perform all tasks, including practicing social awareness
- Prepare yourself for the task at hand by letting go of the earlier events of your day and whatever else is yet to come

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## Relationship Management

- Ability to develop and maintain healthy relationships, communicate clearly, inspire and influence others, and work well in a team to manage conflict
- Consistency in words, actions, and behaviors
- Conflict is inevitable; lean into uncomfortable emotional situations
- Be open and curious; openness makes others feel connected and trusted
- Feedback is vital for relationship management and healthy collaborative teams

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Who are we?

What do we bring to our client?

What do we bring to the table?

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“ We all approach leadership from a unique starting point – a combination of our own psychological make-up, intelligence, training, and experience ”

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Sugerman & Scullard  
The 8 Dimensions of Leadership

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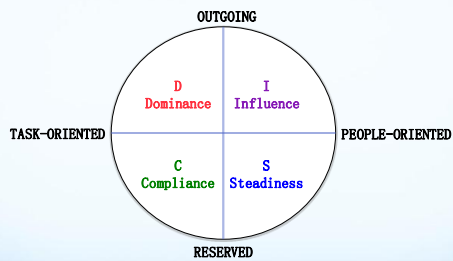
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8 Dimensions of leadership:



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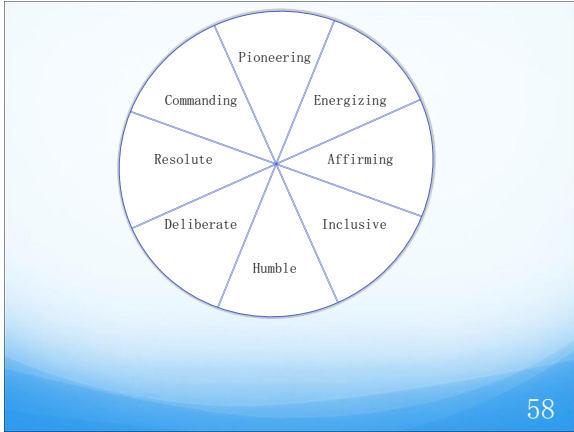
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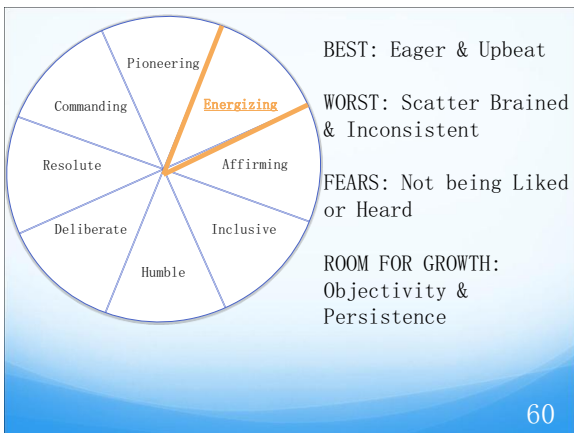
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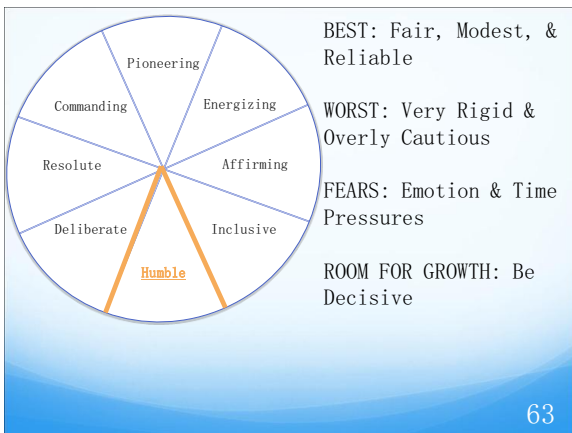
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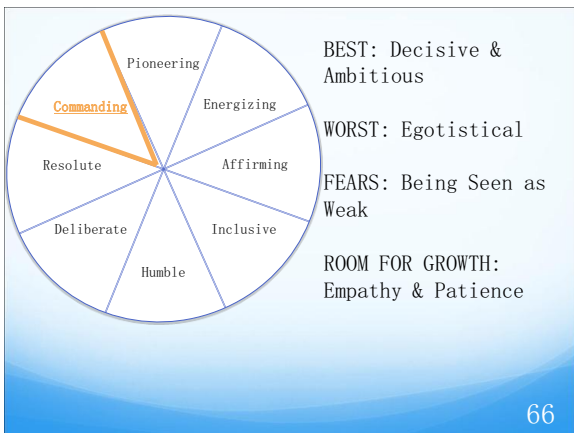
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## Additional Tools for Self-Awareness

- **Myers Briggs** → Favorite World: Extraversion (E) or Introversion (I)
  - Information: Sensing (S) or Intuition (I)
  - Decisions: Thinking (T) or Feeling (F)
  - Structure: Judging (J) or Perceiving (P)
- **Kiersey**
- **High Monitor/Low Monitor**
- **Strengths Finder 2.0**
- **Emotional Intelligence 2.0**

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## Feedback

- Giving feedback requires all four aspects of EI/EQ:
  1. Self-Awareness - identify your own feelings about the feedback to be given
  2. Self-Management - decide what you will do with the information, even if it may be uncomfortable
  3. Social Awareness - think of the person who is receiving the feedback...
    - Address the problem, not the person
    - Constructive feedback requires sharing thoughts and offering solutions
  4. Relationship Management - FEEDBACK!

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## Importance of Empathy

- The neurology of empathy
- Reading emotions from faces
- Reading emotions from body language
- Empathy and Ethics
  - “Never send to know for whom the bell tolls: it tolls for thee.”
- The Social Arts

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## Know Thyself



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“  
“ Anyone can become  
(...whatever...) that is easy. But to be  
(...whatever...) with the right person, to  
the right degree, at the right time,  
for the right purpose, and in the  
right way. . . that is not easy. ”

➔ Aristotle, The Nichomachean Ethics

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## Know Your Clients



...and what they *really* mean, want, and need.

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## CREATING A CALM AND PEACEFUL SPACE

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- The space within which we work is a major part of our state of mind and how we present to our clients.
- Our surroundings affect how we feel, how we view our clients, and how we view our role in assisting them to resolve their conflict.
- Our office reflects our core values and who we are.

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## how do we get a client to take their first deep breath?

- Knowledge has the power to calm and create peace.
- Provide educational tools to clients before they step foot in your office.
- Refer clients to your website, your practice group's website, the IACP website, and other free online resources.

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What does your space look like?



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### Client Waiting Area



- Make the area a calm, beautiful space
- Artwork and furnishing characterize space
- Have beverages and snacks available
- Make learning tools accessible - start a client library, consider video possibilities (Split?) to make effective use of waiting time

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### Make Learning Tools Accessible

- Peacemakers are teachers to classes of 1, 2, 4...or 10 or more!
- Client libraries provide brochures, books, and electronic media to make client waiting time client learning time.

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## Conference Rooms and Other Meeting Spaces



- Make areas inclusive, warm, and comforting.
- A room of peace will create a team of peace and will encourage a full team meeting that moves forward productively.

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## Art and Flowers



- Your choice of flowers and artwork can help to reflect your core values as a peacemaker.



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## Your Office

- Your office is a statement to your clients of who and what you are.
- It should reflect your core values as a peacemaker.



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## Might there be children in your office?

- Crayons and Paper
- Toys



Make whatever materials and resources you are able to provide available, and encourage children to have fun in your space!

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## Staff

- Staff should be welcoming, friendly and accessible.
- The goal is to maintain a warm, helpful, and calm atmosphere.
- Develop training, protocols and lead by example.
- Everyone in your office can be a peacemaker, like you!

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And remember...

A smile really goes a long way.



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## More research findings:

- Lighting and color
- Glass and windows
- Views and point of view
- Greenery

ALL of these choices affect your peacemaking space.

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## TOOLS FOR OUR CLIENTS

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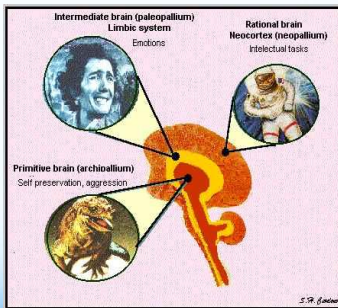
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## THE TRIUNE BRAIN



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### Amygdala Hijack?

Remember, deep breathing -  
 a brain can "reconnect" in as little as 5 minutes.

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### Help Clients Understand Their Brain and Reactions

- The left brain is able to function rationally. Calmly analyze, consider details, rationally and systemically solve problems.
- The right brain is creative and artistic, the home of relationships. Acts emotionally and subconsciously.
- The Amygdala controls our fight or flight responses. It automatically takes over when we are threatened.
- Have empathy for a client when he/she reacts to a perceived threat.
- Help the client to understand his or her triggers.
- Use Hope to help clients understand their own reactions and how to shift gears to logical thinking about the future.

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### Things We Can Do When Client Reacts to Threats

- Take a time out
- Adjourn the meeting
- Ask a mental health professional to intervene
- Give the client an opportunity to spend some time alone
- Ask the client what you can do to help them move forward
- Help the client focus on the future
- Talk to the client about not being able to control the past
- Talk to the client about not being able to guaranty the future
- Talk to the client about focusing on creating the best possible deal today
- Create hope for the future

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### Neurochemistry of Hope

- "Researchers are learning that a change in mind-set has the power to alter neurochemistry. Belief and expectation -- the key elements of hope -- can block pain by releasing the brain's endorphins and enkephalins, mimicking the effects of morphine. In some cases, hope can also have important effects on fundamental physiological processes like respiration, circulation and motor function." Jerome Groopman, "The Anatomy of Hope: How people Prevail in the Face of Illness"
- Hope triggers a virtuous cycle. Hopeful people envision sustaining behavior.
- Hope enables an investment in the future. Gives a reason to have a future.
- Maintain identity, be a part of a community, recognize and use power, attend to spirituality, develop wisdom. Duane Bidwell and Donald Batisky
- "False hope does not recognize the risks and dangers that true hope does. False hope can lead to intemperate choices and flawed decision making. True hope takes into account the real threats that exist and seeks to navigate the best path around them." Jerome Groopman

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- Hope can trigger release of dopamine, which is a hormone associated with pleasure
- The positive resulting feeling will increase likelihood of the client wanting to feel the same way again - repeat feelings of hope
- Positive thoughts have a beneficial effect on brain functioning by increasing brain serotonin levels
- We can control our neurochemistry through positive thoughts
- "Hope, then, is constructed not just from rational deliberation, from the conscious weighing of information; it arises as an amalgam of thought and feeling, the feelings created in part by neural input from the organs and tissues." Jerome Groopman

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## How Do We Communicate Hope

- Normalize the situation for the client
- Acknowledge the client's fears and thinking
- Discuss what the client can do to create the best possible future
- Talk about what the client's goals are, both short term and long term
- Help the client understand her/his dreams
- Give the client an opportunity to grieve
- Give the client confidence
- Encourage the client to pursue dreams
- Be realistic, but be positive
- Encourage the client to take action to pursue hope. The client must be active, not passive.

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- Do not sell the client a "bill of goods"
- Instill confidence in the client, both in you and him/herself
- Use other experts to help the client understand what can be done in the future and how to do it
- Refer client to experts to coach/guide them in the future
- Encourage the client to contact you if you can help in any way
- Do not assume that the client understands everything. Explain even the most obvious and simple concepts and issues.
- Help the client move beyond the past
- Encourage client's "people" to encourage hope for the client
- Help client focus on positives in their life
- Focus on hope for the benefit of the children

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## NURTURING HOPE

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## Our Messages

- Normalization for the client
- Assurances for the future
- Talk in hopeful terms
- Be realistic, but emphasize the positive

Radiate your values as a peacemaker

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## The point?

- Know yourself, know your clients.
- Our job is to navigate our people safely to their new lives.
- We must work to get clients through the process with as much heart in their chest, money in their pockets, and hope for the future as possible.



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