

HOPE – THE ESSENCE OF RESOLVING FAMILY DISPUTES

I. Hope and Optimism Research

- The Power of Hope
- How hope structures your life in anticipation of the future and influences how you feel in the present
- Clinical drug trial research regarding the effectiveness of hope when using placebos
- How hope can help you heal
- Hope has the power to alter your neurochemistry and promote healthy behavior
- Hope creates pathways to happiness and well being
- The 45 benefits of optimism (with interactive participation)
- Contrast of happiness, hope and optimism, the synergy between them, and how to communicate them to a client

II. Hope – Peacemakers as purveyors of hope

“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.” ~ Forrest “Woody” Mosten

Peacemaking vs. traditional representation

Creating a profitable peacemaking practice

Developing your peacemaking signature: What are your core values and key personal attributes? (interactive)

Peacemakers can offer and provide hope, peaceful resolution, better relationships, empowerment, fairness, forgiveness, prevention (interactive)

Providing peacemaking services offers your clients hope and better resolution

Figure out exactly what peacemaking services you provide in order to offer that hope, and offer it effectively

Peacemaking and hope-bringing negotiation tips (interactive)

- Treat the Other Party and Lawyer with Respect and Dignity
- Never Serve Other Party with formal court documents
- No Conditions for Discussions
- No Turf Struggles – Let It Go
- Build Agendas Mutually

- “Every day out of court is another day out of court”
- Use MHP coaches
- Party Opening Statements and Direct Party Discussions
- Acknowledge Concessions
- The dignity of a “Thank You”
- Show Empathy for Difficult Decisions
- Apologize for Delay or lack of Clarity or Info
- Apologize for Changing Requests
- Unconditional Concessions
- Leave Money on Table
- Never Pressure
- No Threats
- Word not PDF
- Model the behavior you want to encourage
- Praise and encourage hopeful peacemaking behavior

III. Centering Ourselves – From Power to Peace

- Mindfulness: How we start our day
 - We must know and center ourselves
 - What does it mean to be mindful
- Deep breathing: The healing power of breath
 - How can we start our day more effectively
 - Consider morning and other meditation practices: mindfulness creates peace and centers us for our clients
 - Benefit of pausing before acting
 - Mindfulness toolbox
 - “To create peace we have to be peaceful”
- Smiles, botox and “Be Here Now”
 - We cannot radiate peace if we are not feeling peace
 - Facial feedback hypothesis
 - The simple act of forming a smile is relaxing and will lead to a more natural smile and a better sense of well being
 - Smiling gets those endorphins flowing, you and staff
 - Smiles are as effective as chocolate
 - “A study found that 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.
- Emotional Intelligence
 - What is Emotional Intelligence
 - Understanding Emotional Intelligence
 - EQ vs. IQ
 - Benefits of EQ
 - EQ for collaborative teams
 - Attributes

- Self awareness
 - Self management
 - Social awareness
 - Relationship management
- Know thyself
 - Review and discussion of the importance of knowing who we are, what we bring to our client and what we bring to the table. We will discuss the “*8 Dimensions of Leadership*”, Kiersey, and other tools for self knowledge.

IV. Creating a Calm and Peaceful Space

- The space within which we work is a major part of our state of mind and how we present to our clients
- Our office 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. Have it provide a serene, healing space
- Staff; have everyone smile, be warm, helpful and calm, and develop protocols in training
- Office layout; creating a space of healing and peace
 - Waiting area - Make it serene and tranquil, providing goodies and making learning tools accessible
 - Conference area –
 - Inclusive, warm and comforting
 - A room of peace will create a team of peace and will encourage a full team meeting that is productively moving forward
 - Flowers and art - Your choice of flowers and artwork reflects your core values as a peacemaker.
 - More research!
 - Lighting and color
 - Glass and windows
 - Views and lighting
 - Children - Keeping them usefully and happily occupied
 - Your personal office
 - Your office is a complete reflection of who and what you are
 - Starting out or moving, put careful thought into who and what you are and how that plays itself out in your choice of peacemaking space

V. Tools for our clients

- Tesler: Research on the Triune brain,
 - Have the neocortex, and not Mr. Lizard, in control

- The neurochemistry of hope
- Revisit deep breathing and its benefits for our clients
- Going to the balcony: How to do it and how to have clients practice it

VI. Our Messages

- Normalization for the client
- Assurances for the future
- How we radiate as a peacemaker
- Talk in hopeful terms
- Be realistic, but emphasize the positive

VII. To Nurture Hope

- Calmly assist clients to their new and better life
- Hope is essential and vital to a peacemaking practice