

ACR-GNY Roundtable Breakfast | May 6, 2021

ZOOM MEETING PUBLIC CHAT TRANSCRIPT

- 01:14:56 Niki Borofsky | JAMS, NYC: Welcome to all. This meeting is being recorded, and the video and public chat transcript will be available by next week on the ACR-GNY website at: <https://acrgny.org/RTB-Videos>
- 01:16:20 Niki Borofsky | JAMS, NYC: Check out past Roundtable Breakfast speakers' new book: We Refuse to Be Enemies | <https://www.simonandschuster.com/books/We-Refuse-to-Be-Enemies/Sabeeha-Rehman/9781951627331>
- 01:16:32 Niki Borofsky | JAMS, NYC: More about today's speaker Cinnie Noble: <https://cinergycoaching.com/about-cinergy/cinnie-noble/>
- 01:22:17 Niki Borofsky | JAMS, NYC: Welcome to everyone who has just joined! This meeting is being recorded, and the video and public chat transcript will be available by next week on the ACR-GNY website at: <https://acrgny.org/RTB-Videos>
Learn more about today's speaker Cinnie Noble: <https://cinergycoaching.com/about-cinergy/cinnie-noble/>
- 01:24:25 Niki Borofsky | JAMS, NYC: We will circulate the slides to all registrants after the meeting.
- 01:24:35 Cris Houston: Thanks
- 01:24:59 Niki Borofsky | JAMS, NYC: International Coaching Federation: <https://coachingfederation.org/>
- 01:24:59 Cris Houston: This is such great information for conflict resolution experts. Thanks for the learning opportunity.
- 01:26:40 Maria Volpe - NY: The recording of this session will be posted on www.acrgny.org and as Niki mentioned, the link will be sent to everyone with the slides
- 01:26:44 Leona Bedrossian: Would the CC attend mediation? Or is this moreso an independent activity/potential solution to offer.
- 01:27:13 Mark Laster: As a Licensed Clinical Social Worker, this sounds a lot like the type of work I do with my clients.
- 01:31:10 Ariel Lublin - Catskills Mts, NY: What does confidential but not privileged mean?

01:31:59 Robin Beckhard (she/her) NYC: i.e. not privileged (in court setting) in the way that private conversations are with a doctor or lawyer.

01:32:53 Adria Gulizia: Ariel - confidential means "I won't share it with anyone", privileged means "even if a crime has been committed and my notes or testimony would be valuable evidence, I can't be asked for it under the law"

01:32:57 Cris Houston: I have taken the Vistage Executive Coaching training and am loving Cinnie's presentation because this is a way to help people in leadership and management improve their conflict resolution/management skills.

01:33:20 Cris Houston: Thanks, Adria, for the non-lawyers on the Zoom! :)

01:33:27 Ariel Lublin - Catskills Mts, NY: Thanks Robin and Adria!

01:33:38 Cris Houston: Thanks, Robin.

01:33:39 Chuck Newman- NYC: Confidential is an arrangement by culture or contract. Privilege is by common law and statute, such as lawyer/client, doctor/patient, spouse. Only the person protected by the privilege may waive it.

01:33:57 Cris Houston: Thanks, Chuck!

01:36:15 Cheryl Prewitt: Loved your training, Cinnie. I took it last August with Pattie Porter. Virtual training. Very helpful.

01:49:39 Judy Cohen NYC USA: QUESTION:

Hi, Cinnie! I took your Conflict Coaching training around 15 years ago in Toronto. Of course, it was excellent and I was able to put your model into practice immediately in the Organizational Development program that I managed at a US federal agency.

We all modify our practices over the years, I'm interested in your process, and my question is:

– Can you share with us any ways in which you've modified, refined, added to or re-thought your model from those early days? What new insights have you gathered over the years?

01:49:48 N.Zanolli/BernSwitzerland: Could we say that Cinnie Nobles foundations and principles of the coaching process and its philosophy is quasi equal to mediation - except that mediators work with 2 or more persons simultaneously?

01:55:38 Allen Zerkin - Brooklyn: I'd like some further clarification on "grounding the challenges"

01:56:44 Cris Houston: I would also like more information on the grounding the challenges client goal

01:57:01 Allison De La Rosa-NY: Hi Cinnie, may you explain again the applications and contexts of the "Before, During, and After" conflict concept?

02:00:19 Robin Beckhard (she/her) NYC: Please say more about "reconstruct the situation"

02:00:20 hopewinthrop: Can you talk more about how you name the conflict and deconstruct the conflict. How do you get the person to honestly open up?

02:01:50 iPhone Michael: Thanks for all the explanations. Would you expand on the difference between counseling and coaching?

02:02:45 Judy Cohen NYC USA: Reflective practice, thank you!

02:03:30 Melissa: How do we get access to today's video? I would like to share with my agency as an intro to the model.

02:03:48 Melissa: Cinnie, do you work with youth?

02:05:01 Niki Borofsky | JAMS, NYC: @Melissa, the video will be posted on the ACR-GNY website here: <https://acrgny.org/sys/website>

02:05:32 Niki Borofsky | JAMS, NYC: Sorry, here: <https://acrgny.org/RTB-Videos>

02:05:55 Maria Volpe - NY: The link to the recording as well as the slides will be mailed to all attendees

02:05:57 Ariel Lublin - Catskills Mts, NY: I often do a lot of premeditation coaching in setting up the mediation with the parties, which creates a foundation that is helpful on multiple levels as we continue and work all together - also I do some explaining of the neuroscience up front when we are all together - for example, I talk about emotional flooding - so if it comes up during the mediation, we have a common and nonjudgmental language

02:07:12 Ariel Lublin - Catskills Mts, NY: Can you say something about trauma-sensitivity in coaching and mediation?

02:08:34 Melissa: Thanks

02:08:36 Fahad Husain: Thanks for answering us. How do we resolve differences in work conflict when people have different approaches. One as per the accounting requirements and when the other is not taking it seriously.

02:08:48 Cris Houston: Hi, Ariel. Would you be willing to talk offline about the explanations of the neuroscience, such as emotional flooding. I can be reached at cris.houston@wacofamilymedicine.org. I promise to be brief and would love to learn more from you.

02:11:11 Kira Nurieli: @Ariel - love that you explain emotional flooding to parties before the mediation! Fabulous idea!

02:12:19 Ariel Lublin - Catskills Mts, NY: Sure Cris, I'd be happy to - if anyone else wants to discuss, we can do a group zoom dialogue where we can share on this - feel free to email me at Ariel.Lublin@gmail.com (fairly rough website at www.CenterforLeadershipandDialogue.com)

02:12:35 Cris Houston: Thanks, Ariel!

02:20:18 Harry Manasewich: Regarding pre-mediation. Please clarify: You conduct 2 or 3 sessions with each before bringing parties together?

02:23:08 Judy Cohen NYC USA: QUESTION:

I use a "convening" process to prepare parties to mediate effectively, with private phone conferences prior to the mediation session. Could you talk about/address/expand on the following:

1) How do you manage perception of neutrality if one of the participants wants/needs more pre-session coaching sessions than the other(s)?

2) You've said you don't do it, but... How about this pre-session coaching sliding into a conciliation process, with a little shuttling back and forth, informing your work in the private sessions, and moving the participants forward, as part of the mediation prep - and then mediate? (Not unlike what you'd do in a caucus, I guess.)

02:23:09 N.Zanolli/BernSwitzerland: Thank you Cinnie! I find your for me somewhat new proposition to do pre-mediation coaching sessions very, very helpful!

02:24:45 Amelia Nickles: Do you use this in the divorce context?

02:26:47 Cris Houston: Thank you. This has been so helpful and informative!

02:27:24 Louis Cohen-Florida: In coaching, pre-mediation when you have an attorney, with a client and their thinking could be different though the attorney seems to be the controller. How do you help both.

02:28:22 Niki Borofsky | JAMS, NYC: Reposting @iPhone Michael's questions to all: Picking up on Judy's comment about neutrality. How can you be a champion for each and then mediate afterwards?

02:30:47 Donna Buehler Long Island: What would you do if in pre-mediation, an employee wants the HR rep in the meeting? The actual mediation would be with a supervisor and an employee in conflict, both referred by their Director. Director has already tried to mediate by meeting with both individually and together. This is in an Ombuds setting.

- 02:30:57 Sara Barnes MV Mediation: I participated in training for CINERGY coaching with Patti Porter and have attended Cinnie's check in sessions with coaches. I would like to recommend it for all mediators. When I have sent mediators to train in this—even if they don't decide to become a coach—they take away very valuable information about conflict analysis, goal setting, question development and neuroscience—and lots more. I think Cinnie's work is very valuable.
- 02:31:26 Ellyn Rabinowitz Nyack, NY: Great concepts, thank you. I have done coaching in different contexts, as needed. I understand it is not about "therapy" per se. But I have seen that sometimes people have "triggers" that are unconscious and involuntary (ie. a boss who reminds them of their father) and responses become out of their control until it is recognized by the client - How would you deal with this - send them back for counseling?
- 02:32:46 Ariel Lublin - Catskills Mts, NY: @N.Zanolli and anyone else interested - I am happy to host an informal zoom call where we can followup with a discussion on premeditation coaching and introducing concepts of neuroscience in starting mediation - (I use both)
- 02:33:45 Anupam Sanghi: I have a question- what if one party is strong politically and not coming for mediation
- 02:34:54 Cheryl Prewitt: I so appreciate the reminder of how often I incorporate my training from last year and how it has changed how I work.
- 02:34:57 Ariel Lublin - Catskills Mts, NY: Oh - email me if you would like to join (several people already have) - Ariel.Lublin@gmail.com
- 02:35:23 Cris Houston: I do not understand your question, Anupam. Please clarify.
- 02:38:11 Sara Barnes MV Mediation: Just a note, our organization will not allow a conflict coach to also be the mediator. We believe its best for the coaching relationship to stand alone from the mediation process—and leaves open the opportunity for follow up with the coach after the mediation process is over. We are operating organizationally with a roster of mediators and conflict coaches so its a different structure than an individual practice.
- 02:38:48 Cris Houston: Fahad, I struggled to understand if competence and work performance issues are part of the issue you have raised. I do not think it is optional for one to get their work done in a professional and competent manner. Mediation...reaching a settlement on whether one will perform required work duties seems futile. That seems to be a personnel or HR issue.
- 02:39:36 Anupam Sanghi: I have a question- what if one party is strong politically and not coming for mediation

02:40:06 Richard Brigham, ACR Wisconsin: Thank you Cinnie. I am struck by how relevant your process would be to giving feedback to students doing mediation.

02:40:24 Charlie (NYPI Brooklyn) - they/she: I have to hop off for another meeting -- thanks for this, Cinnie. It has been very helpful to understand this process and how it differs to perhaps other Conflict Coaching methods

02:41:02 Anupam Sanghi: so I mean if one party does not care to pay and not inclined or bothered about the liability in a place like Nigeria...is there a strategy that will help

02:41:02 Niki Borofsky | JAMS, NYC: Cinnie's GIFT! Visit:
<https://cinergycoaching.com/resources/conflict-mastery-book/>

02:41:18 Robin Beckhard (she/her) NYC: Outstanding presentation -- thank you so much!

02:41:48 Michael: The Question book is a must have!.

02:41:49 Cheryl Prewitt: Thank you, Cinnie.

02:41:50 Debra Hamilton: Thank you Cinny, I look forward to chatting off line soon.

02:42:17 Niki Borofsky | JAMS, NYC: Inaugural Conflict Coaching Summit:
<https://www.conflictcoachingsummit.com/>

02:43:01 Cris Houston: Parties have to be coming to mediate in good faith.

02:43:23 Fahad Husain- NYC: Chris I agree with you but these are sadly on the ground issues for infant Non Profit organizations as they don't have resources in their beginning years to have a HR or personnel department.

02:43:23 Cris Houston: That is a foundational principle. Coaching is likely the same. They have to want to engage in the process, I would imagine.

02:43:33 Gillian Edwards-Weekes/ Brooklyn NY: Thank you Cinnie

02:45:11 April Y. Walker: I just tried to download the chapter using GetFreeChapter. No download initiated...

02:45:14 kdavis NYC: In gratitude!

02:45:30 Amy Jeu: Thank you Cinnie!

02:45:33 Judy Cohen NYC USA: Great presentation, thank you, Cinnie!

02:45:34 Ariel Lublin - Catskills Mts, NY: Fantastic topic and presentation - thank you!

02:45:34 Leona Bedrossian: THANK You!!

02:45:35 Crystal Thorpe: Thank you for the wonderful program and for your CINERGY model, Cinnie! ...and thanks to ACR-GNY!

02:45:38 Michael Degand: Thank you so much!!! Amazing presentation!!

02:45:39 Eunice Salton - NJ: Terrific session. Thank you so much.

02:45:41 April Y. Walker: Great program. Thank you Cinnie!!

02:45:41 MariamYounossi-OMBUDSOoffice: Many many thanks for the presenation and interesting questions from the others

02:45:42 Brad Roth - NYC: Thank you!ank you, Lisa for a very informative and practical presentation.