

***ALTERNATIVE MEDIATION
STRATEGIES FOR THE
ADVANCED LEVEL
PRACTITIONER***

A Systems-Based Approach

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THE PRIMACY of the WHOLE



OVERVIEW of SYSTEMS THINKING

- Holistic view of the world around us
- Interaction of the parts to the whole
- Interconnectedness
- Relationship of parts to the whole



SYSTEMS DYNAMICS

- Purposeful
- Relationships between variables
- Attract and repel
- Diversity
- Not either/or but and/more
- Tensions and releases
- Movement towards equilibrium

SYSTEM TYPES

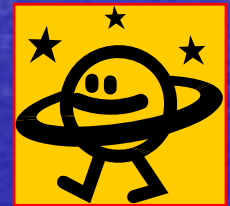
- Mechanical

- Clocks – Nuclear Power Plants – Windmills



- Biological

- Disease – Solar System – Human Bodies



- Social

- Schools – Prisons – Cohorts – Families



ELEVEN LAWS
of the
FIFTH DIMENSION
(Peter Senge)



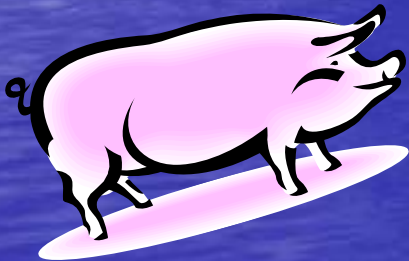
SENGE'S ELEVEN LAWS

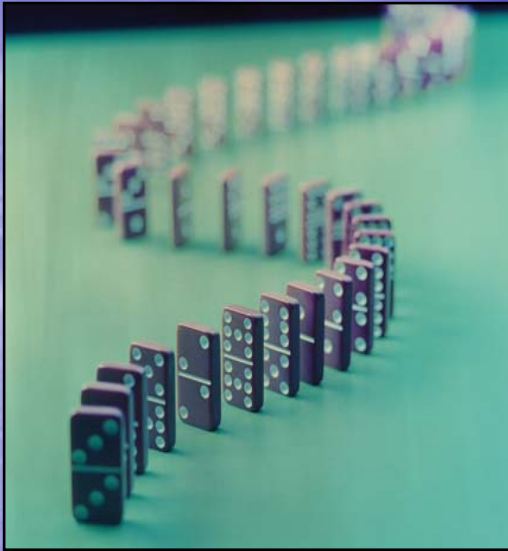


1. Today's problems come from yesterday's "solutions"

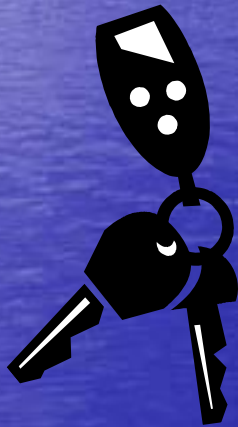


2. The harder you push, the harder the system pushes back





3. Behavior grows better before it gets worse

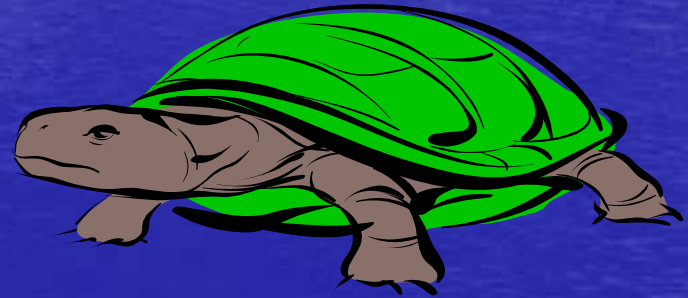


4. The easy way out usually leads back in

5. The cure can be worse than the disease



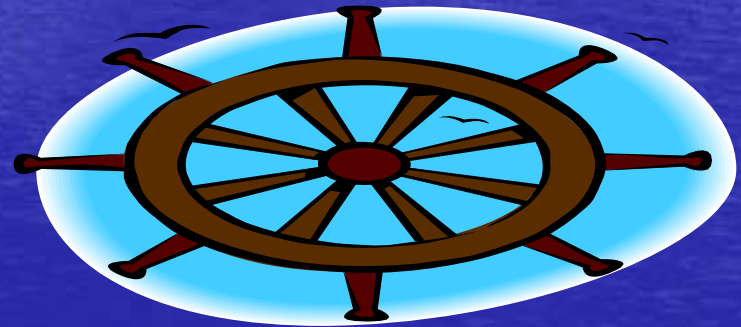
6. Faster is slower



7. Cause and effect are not closely related in time and space



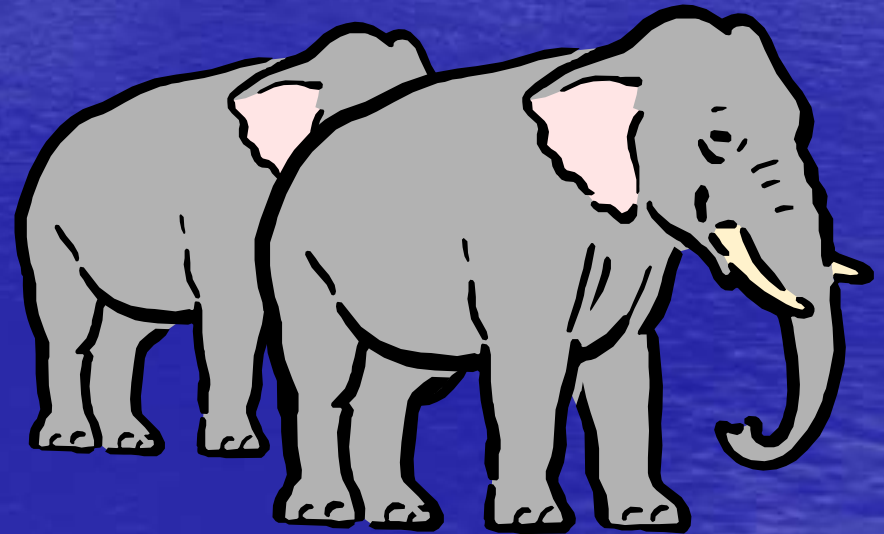
8. Small changes can produce big results— but the areas of highest leverage are often the least obvious



9. You can have your cake and eat it too—but not at once



10. Dividing an elephant in half does not produce two small elephants



11. There is no blame



MEDIATION TIPS from a SYSTEMS THINKING PERSPECTIVE

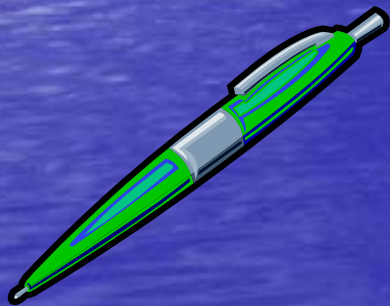
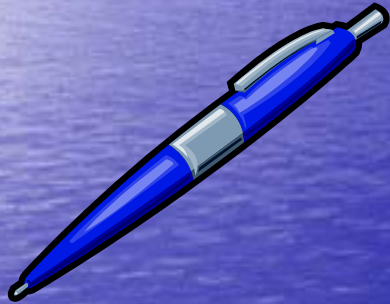
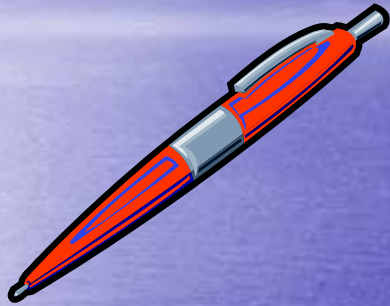
- Focus on interdependencies within a system.
- No single right answer to any question.
- Potential actions: high &/or low leverage.

MORE TIPS

- Every action taken will produce desired results and unintended consequences somewhere else in the system.
- Parties learn to recognize ramifications and trade-offs of actions chosen.

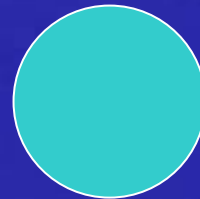
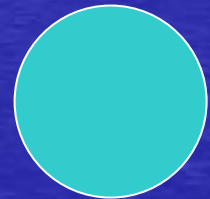
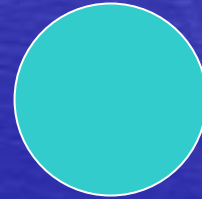
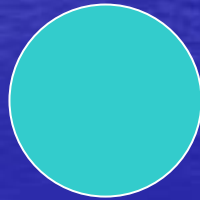
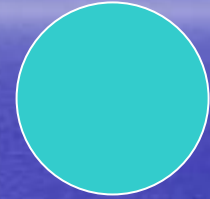
SYSTEMS MAPPING

(Wheatley and Kellner-Rogers, Ross and Roberts)

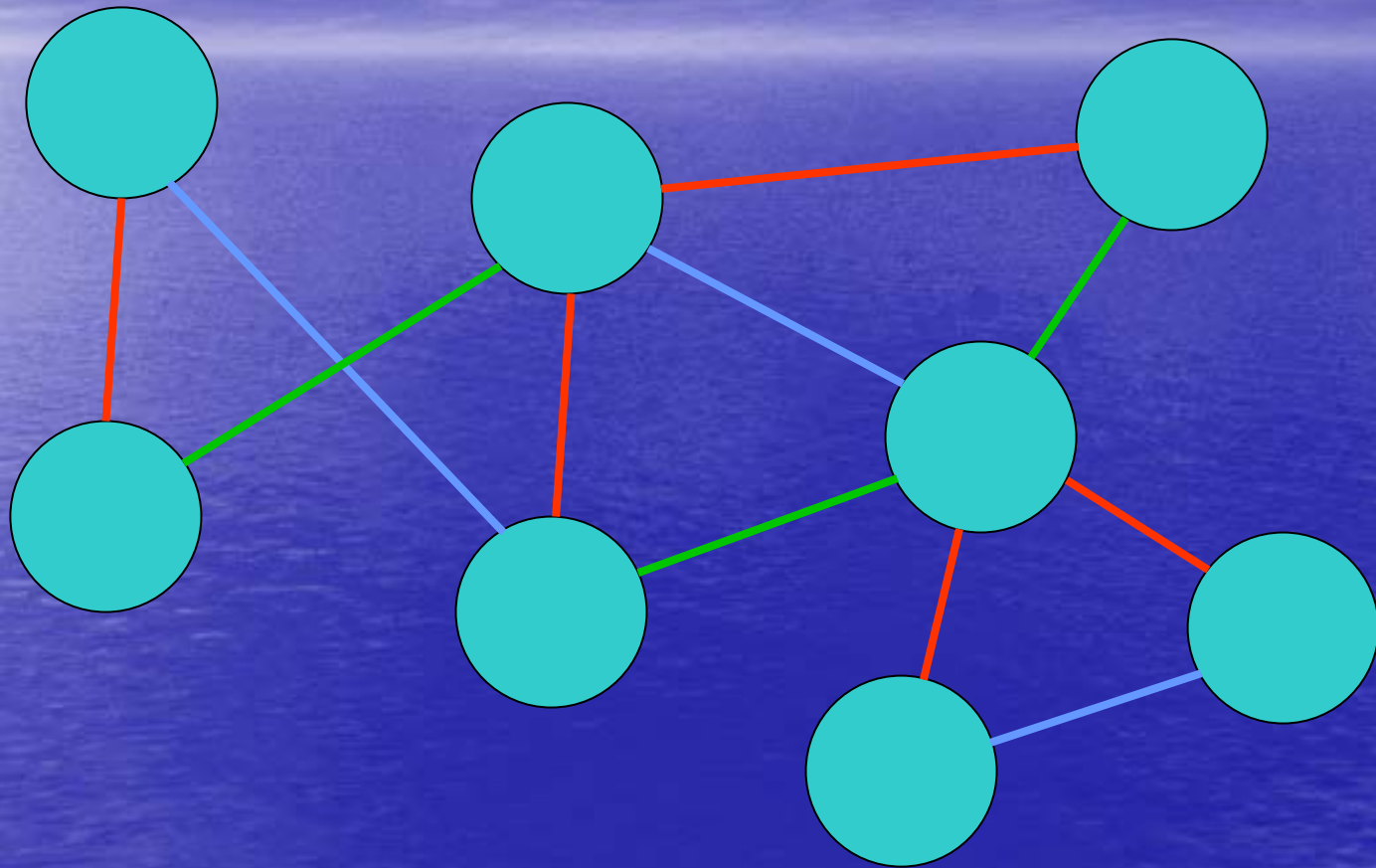


- Formal connections between and among elements
- Informal connections between and among elements
- Unconnected elements that should be connected

MAPPING



MAPPING



SINGLE & DOUBLE LOOP PROBLEM SOLVING

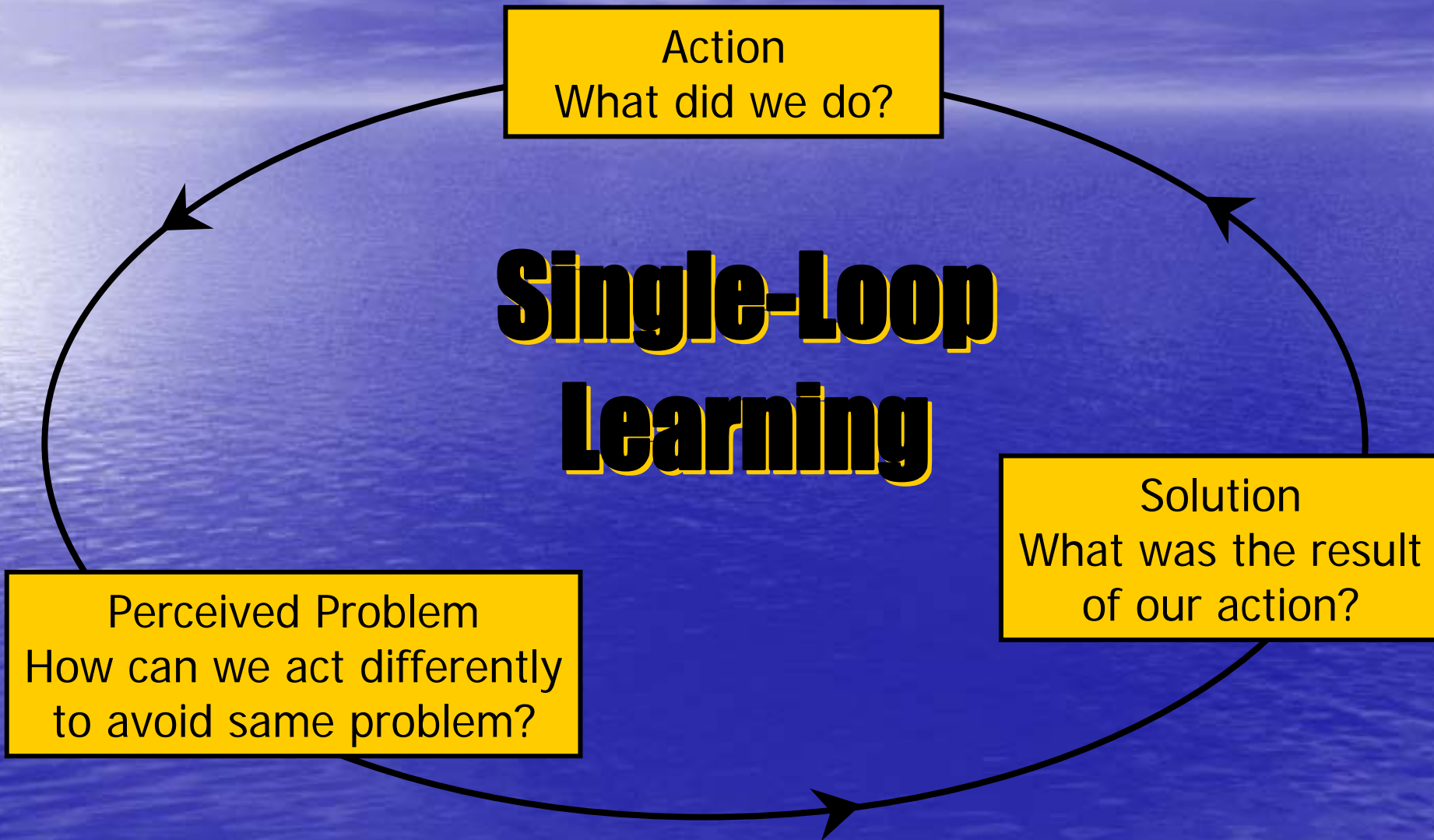
(Chris Argyris)



SINGLE LOOP PROBLEM SOLVING

- Rushing to finding solutions quickly using limited information
- Lacking time to research and find substantive cause(s)
- Results in temporary solutions

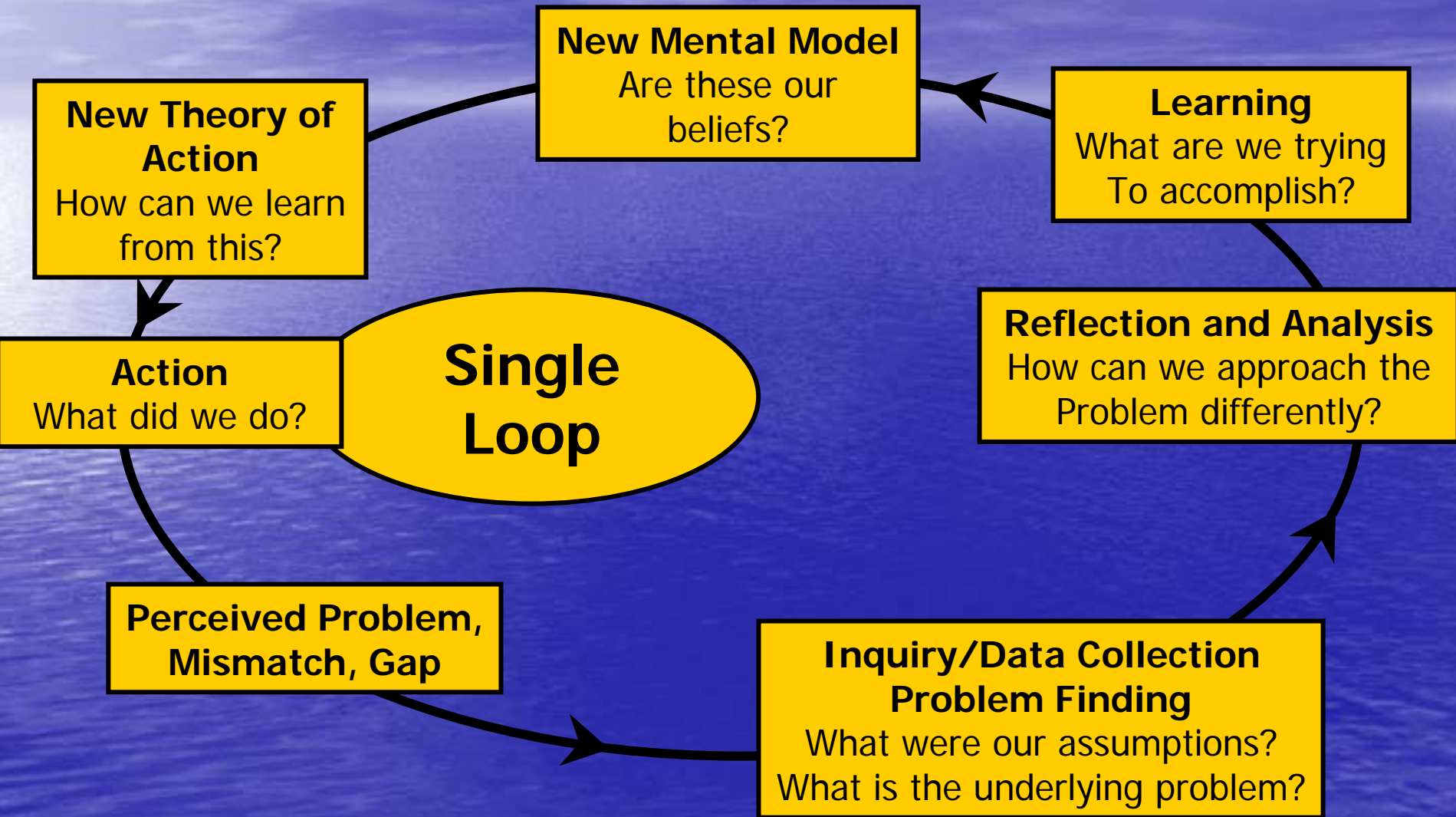
PROBLEM SOLVING



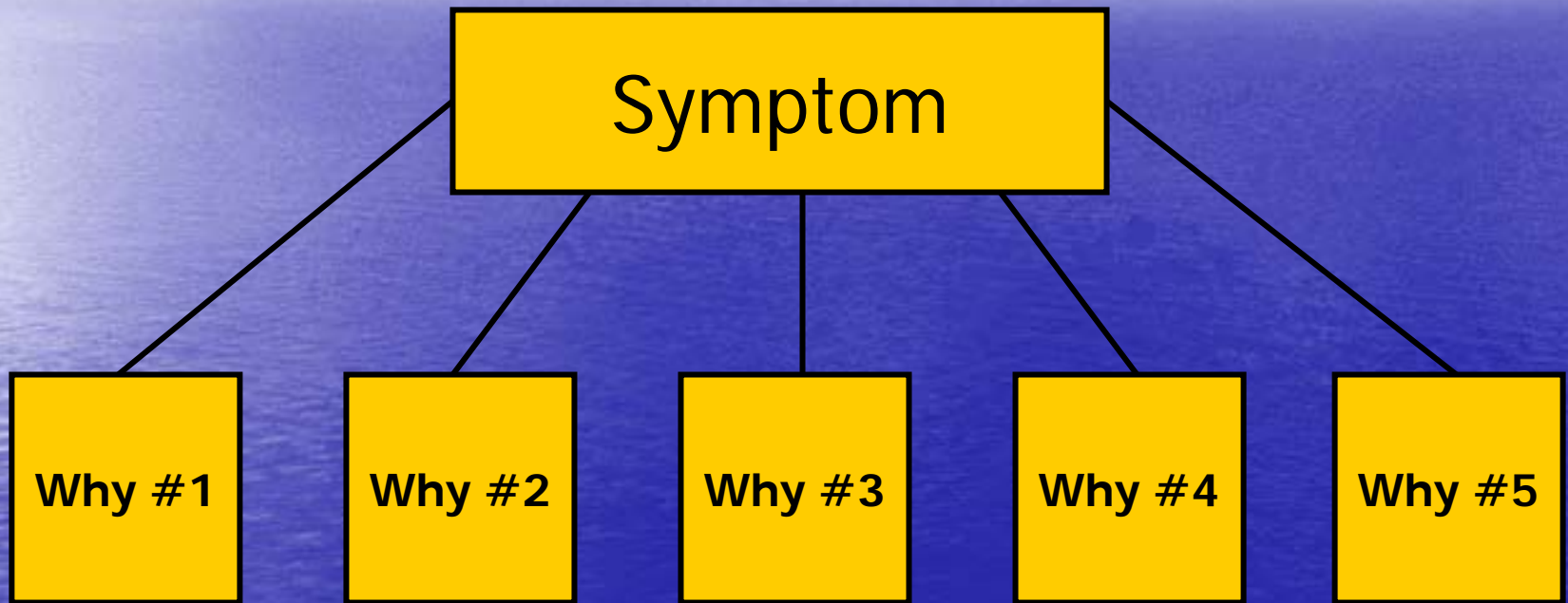
DOUBLE LOOP PROBLEM SOLVING

- Use to create multiple perspectives.
- Leads to complex problem solving.
- Identify patterns or themes.
- Use of “Inquiry Box”, the “Five Whys”, data collection, reflection and analysis.

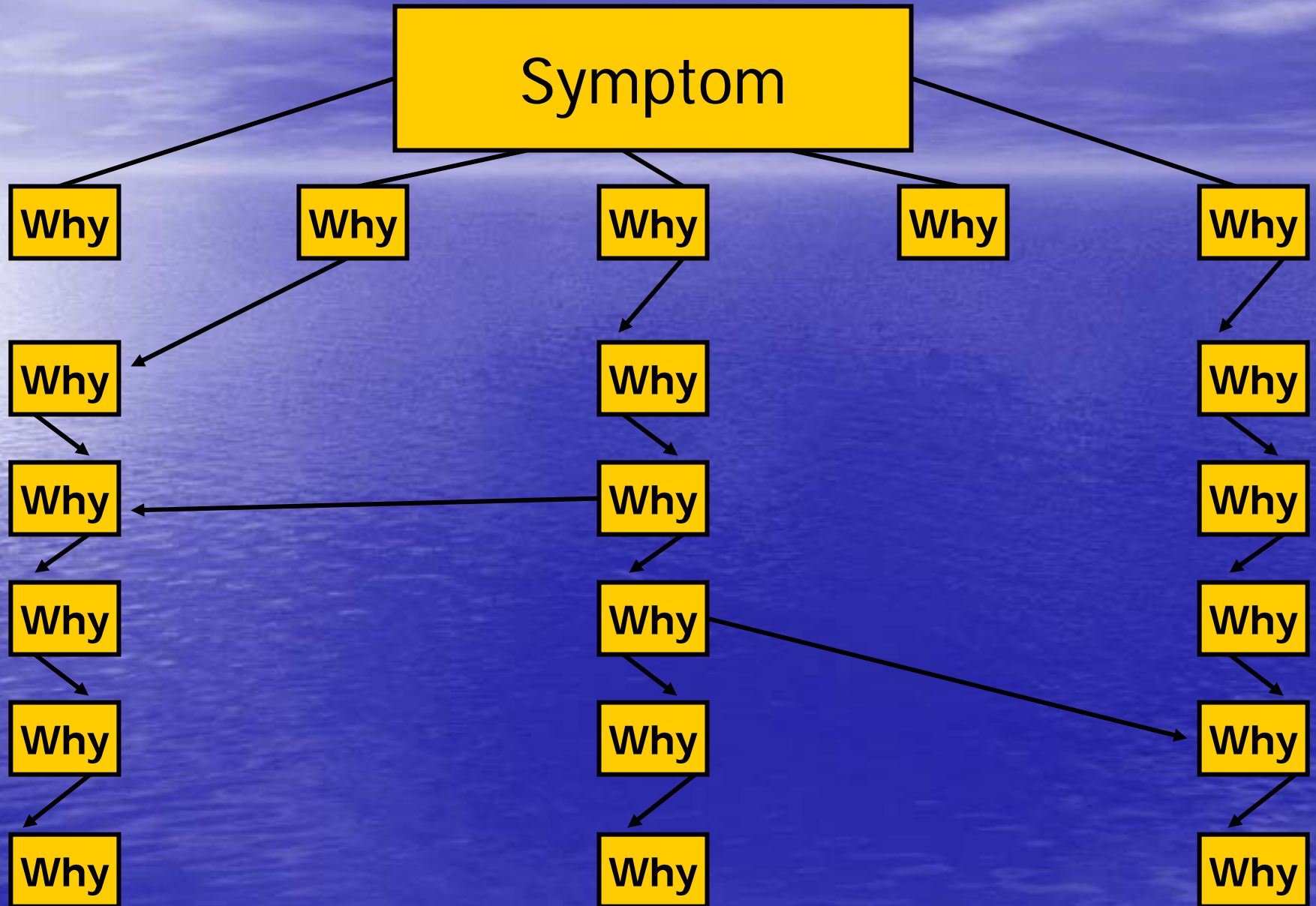
DOUBLE LOOP PROBLEM SOLVING



THE FIVE WHY'S



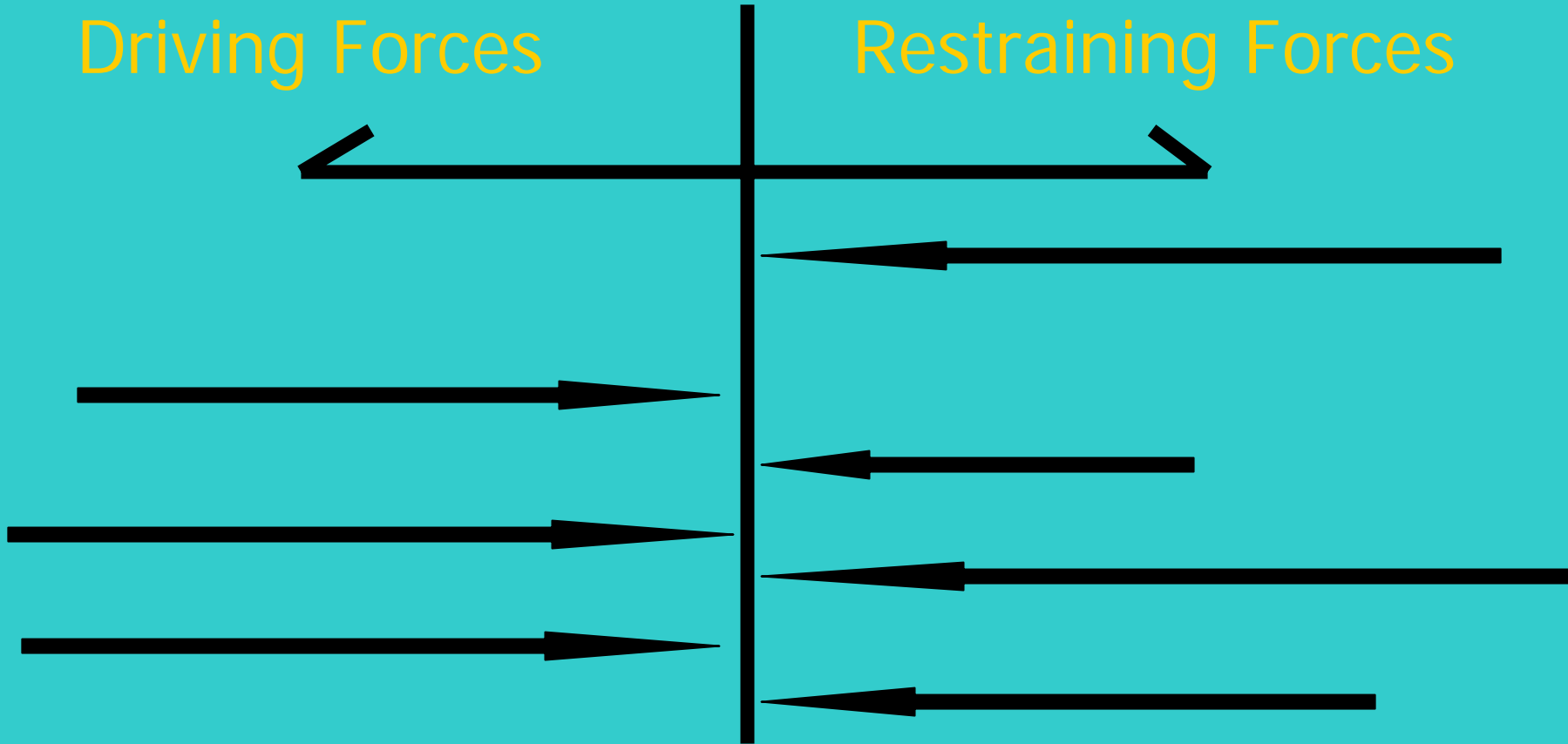
FIVE WHYS BEGET MORE WHYS



DRIVING & RESTRAINING FORCES

Driving Forces

Restraining Forces



10 9 8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8 9 10

Strength

USING FORCE FIELD ANALYSIS

- The situation as it is now
- Possible action steps
- The situation as I want it to be
- Your top priority obstacle
- What will keep the situation from changing
- Resources needed

ADJUSTED WINNER SYSTEM

100 Point System

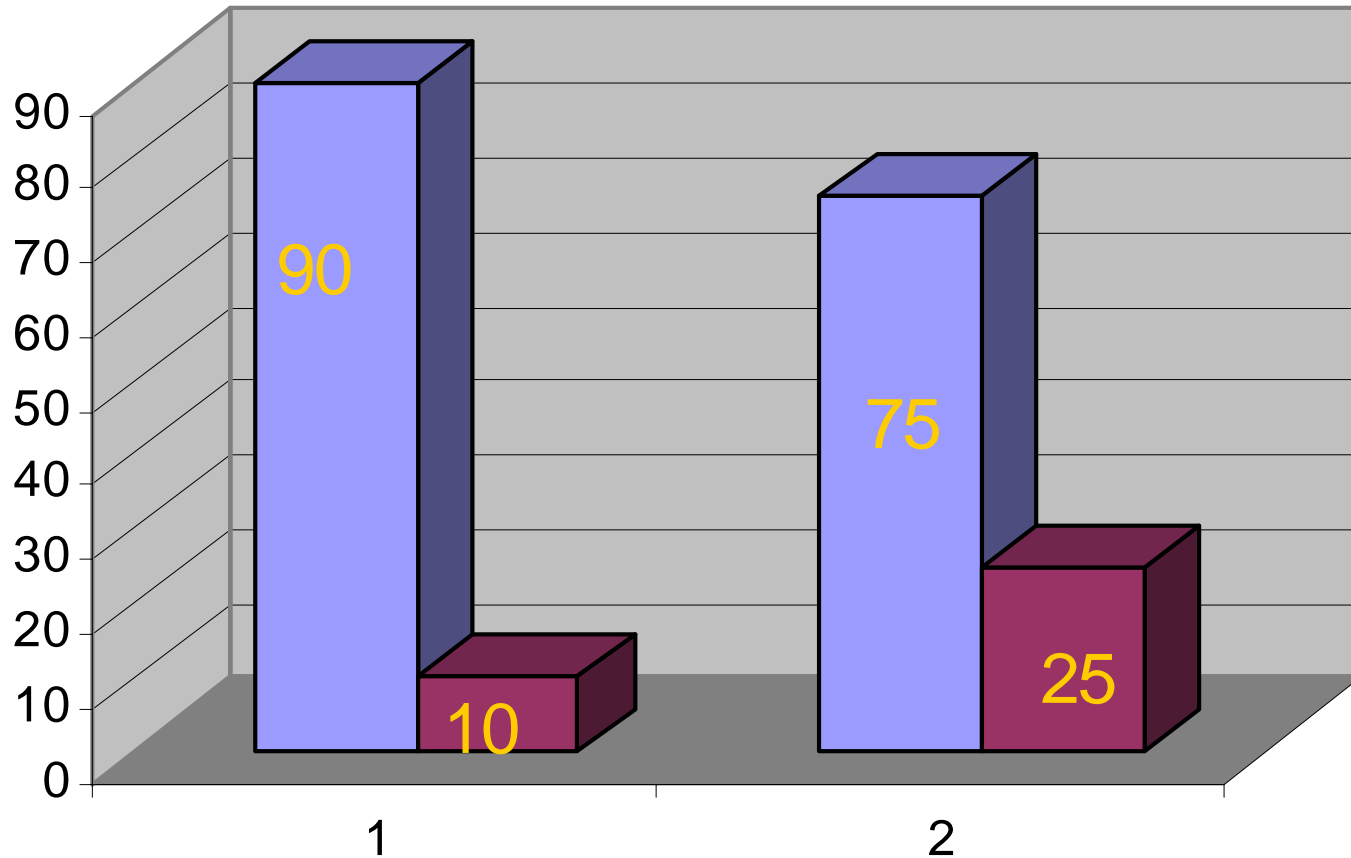
(K.C. Cole, Brams and Taylor)



- What is fairness?
- What is a fair settlement?
- Envy-free resolution



Adjusted Winners



JACK SPRAT COULD EAT NO LEAN,
HIS WIFE COULD EAT NO FAT,
BETWIXT THE TWO,
THEY LICKED THE PLATTER CLEAN.

"THE ORANGE AND THE SISTERS" SUMMARY

- Explore the issues, assumptions, feelings and potential next steps.
- Clarify the situation to get all perspectives out in the open.
- Identify substantial issues breaking them down to parts and their relationships.

- For all issues, generate options that have the potential to satisfy the underlying needs of the parties.
- Develop agreements that are fair, envy free and satisfying to the parties.
- Commit to resolution and a plan for implementation.

THE END

