

Beyond the Shield: Working Through Resistance With Understanding



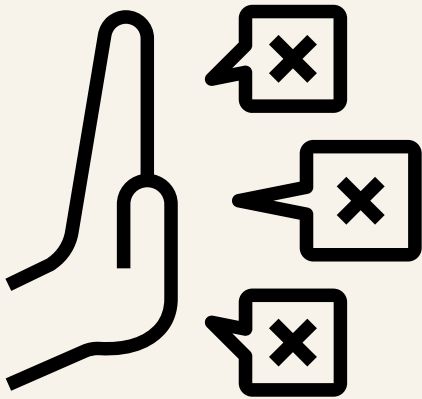
Presenters

- **Alison Beck**
- **Kathy Campbell**
- **Stephanie Tobosa-Smit**

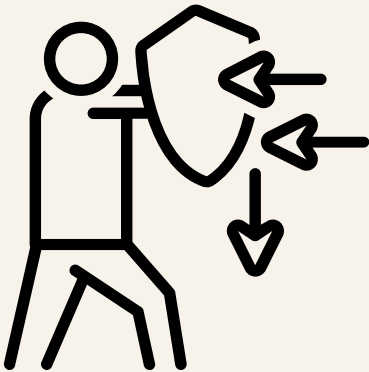
Roadmap

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- Definitions & Reflection Exercise**
 - Decoding Subtle Behaviors**
 - Tools to Meet & Move Past**
 - Live Demonstration**
 - Q&A and Closing**

Definitions



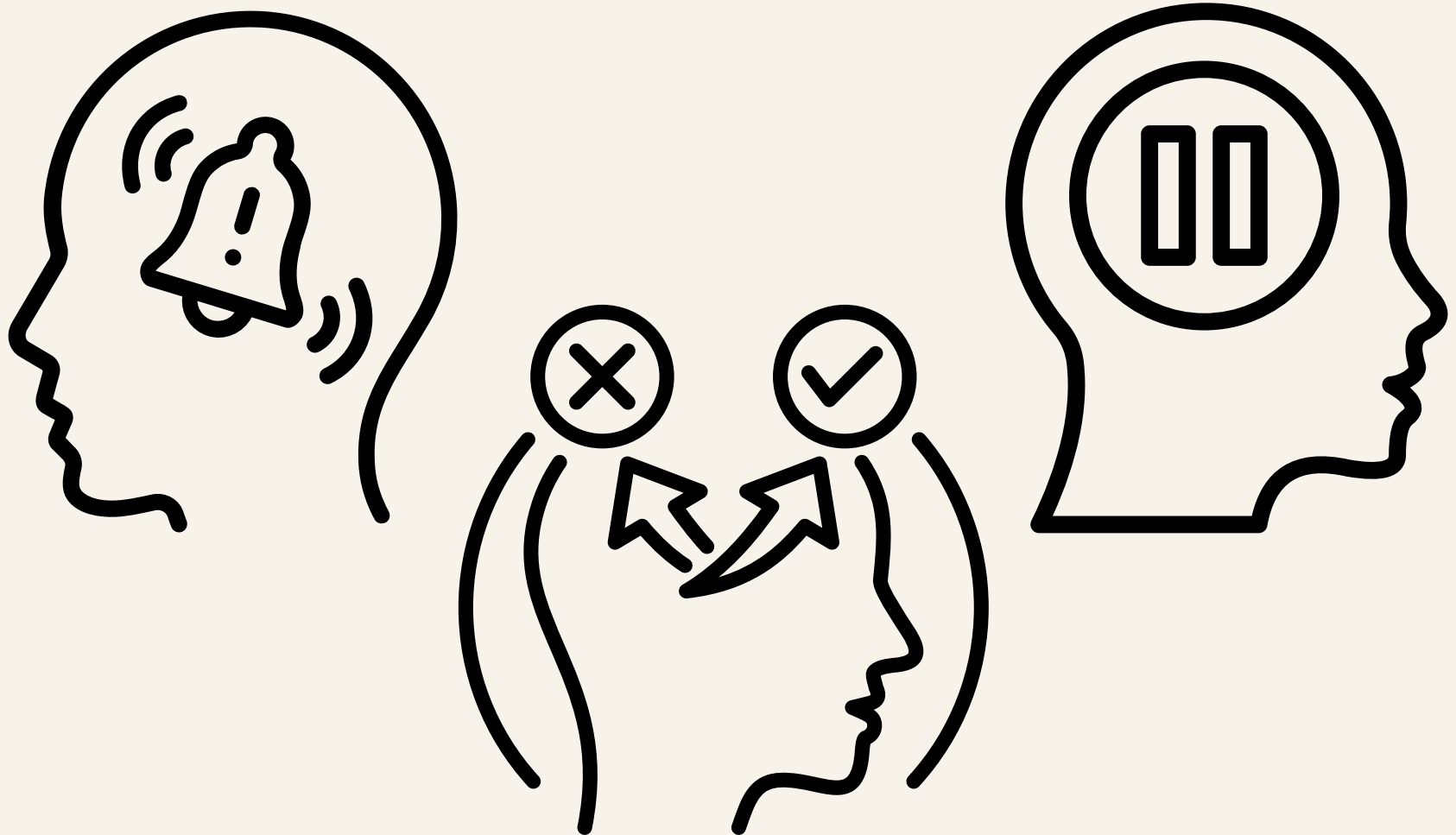
Resistance: active or passive efforts to prevent change, avoid new insights, or block the process.



Defensiveness: behavior intended to defend or protect.

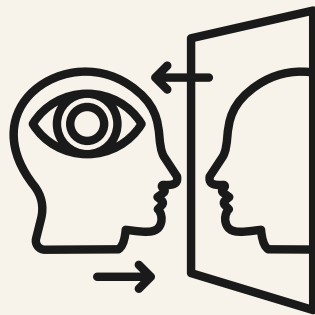
Reflection Exercise

Notice your own reaction to resistance



Reflection Takeaways

- (1) Conflict professionals **feel and express resistance; reaction may be unproductive.**
- (2) Reframe resistant behavior **as a signal to slow down and reconnect.**
- (3) Take a reflective pause **to ensure full capacity to notice and respond productively.**



On the lookout!



**How does resistance
show up in a conflict
resolution setting?**

Behaviors may indicate resistance - **Examples**



- **Physical signs**
- **Party detached, not engaging**
- **Excessive reassurance with avoidance of details**
- **Repeatedly reopening prior topics**
- **Agreements then forgetting, lack of follow-through**

Is that an iceberg?

Possible sources of resistance

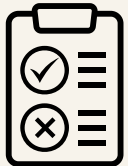


- External to Situation
- What - Substance
- How - Process



Meeting Resistance

Anticipate, Normalize, Notice, Tools, Talk
(ANN TT)



Contracting phase: Ground Agreements

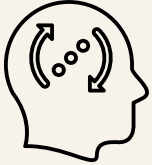


Anticipate: Resistance will be here.

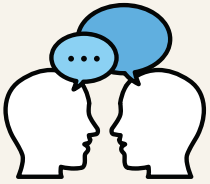


Anticipate: My mediation requires...

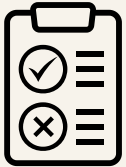
Meeting Resistance



Normalize: logic vs. emotion



Normalize: universal need for ???



Notice: Most important in-session tool



Notice: body language, position; physical behaviors; changes to engagement levels

Moving Past Resistance



Talk: Looping; loop dynamic



Talk: curious questions, not judgment



Tools: pause, 3 breaths, 1:1 conversations



Tools: allow tension, parties' own conflict

Live Demonstration

- Reflections
- Observations
- Q&A

