

PYE Third Thursday Assembly

January 20, 2017

* [Nadia Chaney](#)

Hello! Welcome to the Third Thursday...on Friday! Turns out the wifi issues continue. So strange. It was all working a minute ago. So I'm going to have to type it all on my phone. Please excuse my slowness...

[Nadia Chaney](#) okay!! sorted! we are live!

* [Nadia Chaney](#)

Dear 3rd Thursday Assemblers! Welcome back, or, if it's your first time WELCOME! This is an exciting new format we have been developing where people contribute and discuss a niche aspect of group facilitation.

Below you will find: A Check-in Question (please answer!); Goals and Agreements for today's session (please add anything you need/want to the agreements, and hit "like" to agree to uphold these agreements during the session); 4 discussion questions and 4 case studies (posted approximately every ten minutes; answer in any order). I will be facilitating this experience for 90 minutes. There will be a pdf transcript posted on the pyeglobal.org website, as well as the files of this facebook page, in a short while. These transcripts are so great we're thinking of making a book out of them!

This month we are discussing INTERVENING IN DIFFICULT GROUP DYNAMICS

A group's "dynamic" is a way of talking about its processes: how the group forms, how it makes decisions, how it handles conflict etc. A group's dynamic is



influenced by its context, leadership and the interactions of the individuals within the group.

As facilitators, we are always working with a group's dynamic. Sometimes I think of it as the "self" of a group. This can have a positive, flowing aspect and/or a resistant, difficult, disruptive aspect. The positive aspects can lead to innovation and creativity, and the disruptive aspects can often lead to transformation and deeper understanding when properly addressed.

This brings us to today! Most facilitators try to avoid the "negative" side of group dynamics. Today I'd like to talk about how we can engage with difficult dynamics, and what kinds of actions and positions a facilitator might take in order to help resistance and disruption develop into opportunities for learning and growth.

[Nadia Chaney](#) (You all are so wonderful! Kitty Jackson, thank you for your inspiration for these sessions. They continue to nourish me deeply)

[Kitty Jackson](#) Thanks Nadia Chaney! I am so glad they continue and flourish

[Kitty Jackson](#) Thank you for bringing your unique touch to them and making them fly

***[Nadia Chaney](#)**

Goals and Agreements for this session on January 20 2017:

- 1) To understand more about difficult group dynamics
- 2) To learn to facilitate effective interventions in difficult group dynamics
- 3) To increase our options and choices as facilitators



4) To share our diverse experiences, activities and best practices in working with difficult group dynamics

5) To support each other in strengthening our ability to help our communities transform

In order to achieve these, here are some suggestions for COMMUNITY AGREEMENTS to make our time together flow really well. Be sure to add what you need or want AT ANY TIME DURING THE PROCESS. Let the group know or privately message the facilitator if you are concerned that an agreement is being broken.

1) No put downs of self or others. Keep a positive, lift-up vibe. If the facilitator finds your comments aggressive or inappropriate in any way you will receive a personal message.

2) Be willing to entertain simultaneous truths. Rather than proving a point, try to listen to understand, and be willing to agree to disagree. At the same time, if you have a strong belief be willing to stand up for it. This will make our conversations rich!

3) Show your presence, by LIKING and by responding to keep the flow. Ask questions, make comments, connect. The technical trick for this format is to REFRESH your browser fairly often. The questions move around depending on how many people are answering, so please scan the whole page for new questions now and then.

4) Maintain CONFIDENTIALITY by not sharing names or personal information about the participants in your groups, sharing from your own perspective, and asking permission before sharing someone else's story.

5) Answer any questions in the COMMENTS below the question to keep the conversation organized and readable. Only open NEW questions in new threads.



PYE Third Thursday Assembly

January 20, 2017

6) You can come and go as you please, take as long as you like to respond, and basically enjoy the text-format to make this work no matter whether you are just waking up, just going to bed, or on your lunch break (time zones unite!!) A pdf transcript of the conversation will be provided. Feel free to continue the conversation even after the 90 minute period has ended.

* [Nadia Chaney](#)

Check-in Question for Aug 25 2016: If the way you feel today was water what state would you be in and where would you be? Share the temperature, state, and location of your water!

[Lisa Prentice](#) Liquid state, -1• C, vancouver bc

[Jolene Cheryl Simko](#) melting ice cracking in the spring flows

[Nadia Chaney](#) Lisa Prentice and Jolene Cheryl Simko! Great to see you. Mine is green blue Goan beach waves today. Gentle bobbing 😊 Posting the first discussion question now

[Claudia Pinedita](#) In the Pacific Ocean in Latin America, warm and excited.

[Arlene Martinez-Vickers](#) I think I am Green Lake in Seattle. It's been frozen lately. So, a frozen lake in Green Lake.



PYE Third Thursday Assembly

January 20, 2017

[Christelle Tee](#) Hmm... Melting stream in a local-ish conservation area (so near Toronto).

[Nesreen Ali](#) I would be reaching a boil

[Barb Applepieski](#) Ice melting into rich garden soil - which I can hear outside my window right now!

[Natasha Duchene](#) Somewhere between a heavy mist and a sprinkling rain.

[Arindita Gogoi](#) I feel like a cube of ice; sub-zero temperature. Somewhere at the bottom of a whiskey glass in a warm room.

[Mery Miguez](#) I'm feeling like a chilly, sunny, early spring morning. The sun came out and washed off the ice from the night, the mountains look bright green and the air cools the nose when I breath. Good morning.

[Mariko Ihara](#) I'm all temperate mist, at the moment 😊

[Mariko Ihara](#) 😊

[Hatem El Wakeel](#) Liquid , Nile



PYE Third Thursday Assembly

January 20, 2017

* [Nadia Chaney](#)

Discussion Question #1: Please share some examples of difficult group dynamics that you have encountered in your work, just to get us started and on the same page.

[Nesreen Ali](#) Tension with people having high-level roles and a lot to say, strong undercurrents of prejudice toward a person or subject matter or WAY TOO MUCH ENERGY! 😊:)

[Nadia Chaney](#) For me, one thing I encounter often is a big difference in knowledge and experience and the power dynamics that can cause.

[Nadia Chaney](#) Thanks Nesreen!

[Lisa Prentice](#) Extreme variation of background and life experience, and unstated assumptions around shared values.

[Arlene Martinez-Vickers](#) I once entered into a group to do a workshop where the boys (they were high school students) took all the space and talked over each other and the girls sat quietly together not participating or speaking unless called on.

[Christelle Tee](#) Where some folks consistently generalize their experience as the experience of the group ("it's great we all feel..."). Often it's been folks who feel good in the space and comfortable to take space, leaving little room for different experience or expression of discomfort.



PYE Third Thursday Assembly

January 20, 2017

[Nadia Chaney](#) Yes! These are all fabulous examples we can work with. Just posted discussion question #2. Feel free to refer to your own example or someone else's when answering

[Bunty Cumberpants](#) Sometimes when working with our groups with People with Learning Disabilities if we have a member of the group who struggles with affect regulation, this can impact on the dynamics within the group when other members find it distressing.

[Jolene Cheryl Simko](#) Right now one of my groups is dealing with one person ("fred") who takes up a lot of space in meetings trying to convince the group to go in a different direction or to cancel projects he doesn't like. After making a decision, the group takes many steps to acknowledge and appreciate this person's ideas and contributions, and often does follow their advice, but without fail, each time a project does in a direction fred doesn't like, lots of time gets lost to allowing fred to repeat the same points multiple times. I am not leading these meetings but am putting myself in their shoes for the sake of this exercise.

[Claudia Pinedita](#) Last night a kid ran out of group while another argued with their parent.

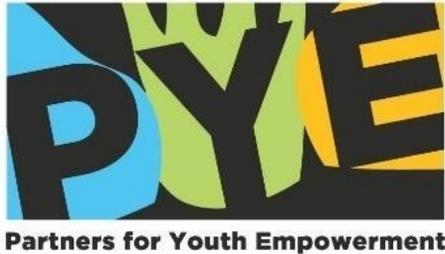
[ArtSiyanda Mahlahla](#) I once freelanced a 2.5day camp for 10th grade learners... We had a scheduled activity program for them. All the activities that we planned the learners knew.

[Barb Applepieski](#) these are some great examples! I'm thinking of interpersonal issues... where there are undercurrents of past history or difficult dynamics between two participants. Or where a group of (usually) boys bands together to derail the process (ie "hacking" the system)

[Jolene Cheryl Simko](#) ! good ones

[Bunty Cumberpants](#) Yes, thanks for that. I find that can be a difficult one, when it comes to past histories, particularly when you, as the facilitator are not privy to that history ...

[Nadia Chaney](#) What could be a group agreement that might address this from the outset?



PYE Third Thursday Assembly

January 20, 2017

[Barb Applepieski](#) My first instinct is to use PYE's "Participate fully" as a talking point (for the cliques hacking the system), and "no put downs of self and others" - digging into how put downs can block us from growing. "agree to grow"?

[Bunty Cumberpants](#) [Nadia Chaney](#) good point ... will give that some thought and also discuss it with our members

[Arindita Gogoi](#) One of the difficult group dynamics that I encounter is while facilitating my own peers in my office; people of different departments have a different approach to their work, undercurrents and suppressed conflicts because of hierarchy and everyone not feeling safe to express themselves freely. Also there are people who are extroverted in nature but do not necessarily form strong and deep, honest relationships while others are in need for honest and lasting impact in their dealings with people.

*[Nadia Chaney](#)

Discussion Question #2: What senses and observations do you notice when there is a difficult group dynamic brewing? What are your first reactions?

[Nesreen Ali](#) I notice a lack of conversation, careful words shared, lots of "side eye" or trying to look at someone from across the room/table when someone else is speaking - as if to say "are you hearing this?". my first reaction is to notice what is peaking that side-eye, and then from there, ensure that there is cross-engagement between people on a topic. calling in people to engage between each other and face whatever issue.

[Arlene Martinez-Vickers](#) Wonder: Do I intervene? How? Am I too triggered by this to intervene in a way that is still respectful to my perceived aggressor? Will I make the situation worse? (Context setting: I often work on one-off workshops, so building relationships and being able to actually shift group dynamics is extremely challenging.)



PYE Third Thursday Assembly

January 20, 2017

[Nadia Chaney](#) This is definitely something I'd like us to look at today. The difference between short and long term interventions

[Bunty Cumberpants](#) Yes, I think that it is always really helpful to look at any triggers that might be running for me in the first instance ... there can be many different observations to be made in the group - sometimes members go quiet, at other times they begin to get agitated with others. I find it helpful to reinforce our Agreements ...

[Christelle Tee](#) Siiiilence. (And not due to a moment of reflection.)

[Nadia Chaney](#) yes, I know this silence! Next discussion question will relate!

[Arlene Martinez-Vickers](#) In the group dynamics I have noticed lately I have noticed an over-all ignoring of what is going on. I also notice the people taking all the space being completely oblivious they are doing so and some other group members participating in the periphery which helps keep the space-taking 'all in good fun', (Wondering if this makes any sense at all)

[Nadia Chaney](#) We did a session a couple of months ago on the Elephant in the Room. You might find that useful as well...

[Arlene Martinez-Vickers](#) Thanks! Will look over it.

[Bunty Cumberpants](#) Nadia Chaney really like the sound of that ...

[Claudia Pinedita](#) I feel tension in the air, so deep I can cut it.

[Lisa Prentice](#) I notice members of the group disengaging at various levels and in a variety of ways (tuning out, cross-connecting, frozen) . As for my reaction, to be honest, i get frustrated quickly.

[Nadia Chaney](#) Thanks for the honesty Lisa! I do, too. Turning that frustration in humour and timing is the key for me For me, having good models to lean on really helps. Hoping that's where we're going to get to in this discussion



PYE Third Thursday Assembly

January 20, 2017

[Barb Applepieski](#) I can totally connect with this Lisa Prentice! What a great way to break down the disengagement into smaller, more mentally understandable parts.

[Nadia Chaney](#) Posting #3 now, but feel free to linger on any, or return to any question at any time

[Jolene Cheryl Simko](#) As Fred gets agitated, other members of the group disconnect and even go so far as to get up and do other things while Fred is speaking.

[Nadia Chaney](#) wow. that is some strong non-verbal communication in that group. how does the facilitator handle it?

[Jolene Cheryl Simko](#) (reposting in same thread as requested) As the facilitator of the meeting takes time to acknowledge Fred's points, and explain how they apply or don't apply to the project's direction, Fred makes these movements with this mouth that seem to convey hold a holding back, but also of disapproval

[Jolene Cheryl Simko](#) (presumably, I imagine) because it's a decision making meeting, and they prioritize Fred's continued involvement, they do not address the behaviour of the others and instead focus their intention in managing Fred's reaction

[Nadia Chaney](#) Jolene Cheryl Simko that is strong! To me, Fred's behaviour is at least partly a symptom of the group's culture. If I was the facilitator, I'd have the group take some accountability, or offer some new discussion tools that helped balance voice

[Jolene Cheryl Simko](#) Agreed - it took over a year of monthly decision-making meetings for the reactions to become so strong. The group's time capacity is very limited - if it wasn't a condensed decision-making meeting, I believe this would be more likely to happen. With that said, I will say that over time I've observed that for each inch the group has given Fred, the more likely he is to take a mile...

In one meeting, he took up over 15 minutes to either influence or cancel 3 different projects (two of which he wasn't personally involved in) on items the group was otherwise were supportive of - he would become visibly upset and insist to speak when the facilitator encouraged the group to move on. When the meeting went 20 minutes



PYE Third Thursday Assembly

January 20, 2017

over, Fred complained to the facilitator that the meeting had gone over time.

I take your point about the group's culture and wonder if it is too late to change after over a year of this dynamic building over time...

[Nadia Chaney](#) Fascinating. I wonder if anyone has spoken to Fred one-on-one. Shifting group dynamic at this point would take investment from everyone, and an agreement on "what happened." Everyone, including Fred, would have to agree that a shift is necessary. Then, maybe some kind of art-engaged team building work?

[Barb Applepieski](#) As someone who has been a "Fred", I know that I was worried about: what skills the group had - or didn't have (capacity issue), and was able to follow through on (lack of trust). One other piece of this was: our group did not lay enough groundwork first to agree on quality standards, timelines, and other logistical structures.

[Barb Applepieski](#) Because if you do, you can always refer back to it to settle those 15 minute discussions!

[Jolene Cheryl Simko](#) Fred has definitely been spoken to one on one by both of the two leaders of the group, but maybe not with that bent. I agree it is possible and there are lots of great offers that Fred makes of the group that can help them feel valued and included. I got lots of ideas from your questions and observations, thank you!

[Nadia Chaney](#) Barb Applepieski, I really believe in the value of creating and returning to agreements. I feel like that is where the character of the group is established. And where power dynamics can be expressed and mitigated. AND the only real power that the facilitator is vested with.

[Jolene Cheryl Simko](#) Barb Applepieski Good point about agreeing on quality standards!! Fred joined the group after it had already been in progress for 2 years and definitely has different ideas of quality standards for what the group puts out there.

[Barb Applepieski](#) Check out Starhawks Empowerment Manual for tips! The MAIN CHARACTER/case study is much like Fred!

[Nadia Chaney](#) oooh! Where can we find that?

[Barb Applepieski](#) Here's a link to a free PDF:
<https://sustainabilitypopulareducation.files.wordpress.co...>



PYE Third Thursday Assembly

January 20, 2017

[Nadia Chaney](#) Barb Applepieski YES!!

[Christelle Tee](#) In terms of my own reaction, I notice that I can become fearful at the possibility of not being effective... not intervening "well enough"

[Nadia Chaney](#) This is a potent comment, Christelle, and the reason I wanted to host this topic. For me, it connects to going back to my initial intention with the group. But...also to being willing to let the group and myself learn from failure.

[Christelle Tee](#) Definitely learning to examine intention more deeply and shift as needed... Somewhere along the way I picked up a role as "enforcer of safety," which is different from creating opportunities and making invitations for folks to engage in their own process, I think. And that process can include failure!

[Barb Applepieski](#) To continue on this thread, I have felt like the group is crushing MY dreams of running a perfect activity/session! And many times, it's attached to expectations of funders or teachers, so this behavior is enabled by them too. I'm really trying to work on this, while being gentle with myself and understanding that... yeah, sometimes I am actually out of my depth. But sometimes my intention isn't running deep enough.

[Nadia Chaney](#) Barb Applepieski that is a profound reflection. thank you for sharing that.

[Nadia Chaney](#) [Christelle Tee](#) That is beautiful. Thank you. I wonder where safety and failure co-exist?

[Christelle Tee](#) The "soft place to land" is my idea of where safety and failure co-exist. I'm thinking of safety as being in the process (agreements and then broken agreements conversations) vs safety being in prescriptive rules for behaviour.

[Nadia Chaney](#) [Christelle Tee](#) love that

[Jolene Cheryl Simko](#) As the facilitator of the meeting takes time to acknowledge Fred's points, and explain how they apply or don't apply to the project's direction, Fred makes these movements with this mouth that seem to convey hold a holding back, but also of disapproval



[Nadia Chaney](#) jolene, this example is so interesting. do you mind keeping it threaded with your other comments so it's easier to follow?

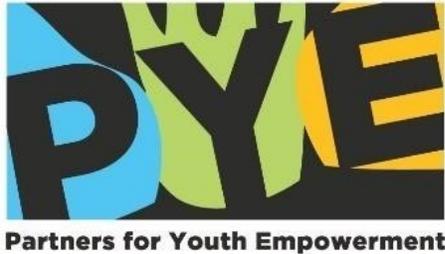
[Arindita Gogoi](#) Knowing the group history helps. I also observe body language. There are times when people are expressive when they are not in presence of their manager or reporting head. Many a times I see resignation and disengagement because they feel their opinions might land them in trouble. This, in context of facilitating a group of people I work with, regularly (people in the same office). My first reaction is always, how do I make it safe for everyone and get everyone get into a non-judgmental space? Also, how can I steer my communication objectively instead of bringing in too much emotion into the space.

*[Nadia Chaney](#)

Discussion Question #3: What skills and models do you use to intervene in a difficult group dynamic?

[Nadia Chaney](#) For me, my first go to is very personal. Though I have more clear, structured models that I want to share here, the first thing I do when a group dynamic starts to worry me is look inside myself for my sense of humour. Not to make the situation light, and certainly not to SHOW any humour on my face or body, but to give myself some internal space to try to see the situation in a new way, to see through it to a surprising or unexpected route

[Bunty Cumberpants](#) Initially I feel that keen observation is key, to trust in your own instinct and intuition. I had a difficult situation in a group earlier this week when a member had disclosed something personal and distressing and one of the other people present attempted to tell her what to do ... I just held back for a couple of seconds, in which time, she was able to put him



PYE Third Thursday Assembly

January 20, 2017

right herself and say how that was for her. We try to encourage this within self-advocacy and hone these skills in our membership, but it is probably case by case and sometimes I can get it wrong!

[Nadia Chaney](#) Beautiful. Yes yes yes. The intervention of TIME and SPACE...love your trust in group and individual process here, Bunty Cumberpants

[Claudia Pinedita](#) Direct communication, even if it feels icky, naming the elephant in the room, acknowledge the feelings that might be there, and pull people aside during or after to have convo w them.

[Nadia Chaney](#) The pull-aside can be so important for having everyone save face and feel dignity and respect in the process

[Bunty Cumberpants](#) Yes, love that pull aside and deal with these issues in a more discreet way, much more dignity ...

[Lisa Prentice](#) I find my own internal point of balance between flexibility and supportive direction and communicate from there.

[Lisa Prentice](#) (sometimes communication looks like doing nothing)

[Bunty Cumberpants](#) Lisa Prentice absolutely!

[Nadia Chaney](#) To me, the most helpful structure is what call the Broken Agreements Process at PYE. I learned it from Hanif Fazal. It follows the same shape as basic debriefing, but it works well in sticky spots: 1) what happened 2) what was the effect on the group 3) what would you do differently next time 4) is there anything that can be done nowlike many other models, it is awkward at first, but when it can come through in natural language, body language, colloquially and when appropriate, privately I find it EXTREMELY useful. Especially when I feel frustrated or insecure in a moment. Helps me to know what to say and what to listen for



PYE Third Thursday Assembly

January 20, 2017

[Nadia Chaney](#) Posting #4 now, so we can get to Case Studies in good time. These are so great. You all are amazing.

[Nadia Chaney](#) I think I'll post the first case study, too, just in case it works better for some learning styles. Don't feel you have to answer all...

[Jolene Cheryl Simko](#) New example, at PoH there was a camper who wanted to start an "evil" club, which even some of the zillas thought would be addressed by a broken agreements conversation and taking it down because other campers were upset by it. The leads ultimately let it go, even giving the inventor a stage to explain what it was before the first meeting at free time.

That first meeting of "evil" club was not attended by any campers except for the inventor, and it ended by lack of interest.

[Arindita Gogoi](#) I like to work progressively and find Drexler's Group Development model useful. It starts with familiarisation and moves towards de-inhibition and then building trust. Only once these three stages get over can I get into more complex models of problem solving, crisis management, team-building etc.

[Nadia Chaney](#) Thank you! Do you have a link to share where we could learn about this model?

[Arindita Gogoi](#) I will try to post a link which explains this model more accurately. Though it is related to high performance of teams, I found it extremely useful to actually move towards a group's high functionality by working first on relationship and trust building. The idea is to first really become in some way emotionally invested in one another's wellbeing before going to solve bigger problems.

[Nadia Chaney](#) That would be wonderful, thank you



PYE Third Thursday Assembly

January 20, 2017

[Bunty Cumberpants](#) Sorry to have to pull out now. I have to be somewhere else, but thanks for a thought-provoking session everyone!

[Nadia Chaney](#) Thank you, Bunty Cumberpants!

*[Nadia Chaney](#)

Discussion Question #4: Can you share a short story about a time you intervened in a difficult group dynamic? Both success and “failure” stories are welcome! What I'm looking for here is to see intervention skills and models in action, so we can learn from each others' practices

[Bunty Cumberpants](#) I had a very difficult dynamic a few years back, when lone working with a group. Many of the members lived in a supported living scheme for People with Learning Disabilities (PWLD) and there was some ongoing hostility between two of the women, which I had not been privy to prior to us all meeting. There were no signs of this until one of the women threw a punch at the other and, fortunately, I managed to step between the two of them and prevent injury to any of us. However, this was extremely distressing for those involved, as well as the rest of the group. I checked in with the group and then I took the main protagonist outside and sat with her a while whilst she calmed down. Made sure she was okay, called her support staff and returned to the Group to check in with them again. This highlights the difficulties in lone working ... any suggestions gratefully received!

[Nadia Chaney](#) Thank you so much for sharing this example. Definitely a tough situation. To me, for what it's worth, I think you did the right thing! I'm curious about what happened next. Did the "protagonist" return to the group? Was the group able to grow from teh experience in any way?



PYE Third Thursday Assembly

January 20, 2017

[Bunty Cumberpants](#) Thanks Nadia Chaney, that's reassuring. She was incredibly remorseful over what had happened and we spent a lot of time working together after the event to work on moving on from the incident. We discussed it as a group the following month, although she wasn't present at the time, however the members wanted to express how it had made them feel and talk about these tensions that continued between the two women in their home lives. I felt that there was growth in discussing it and that each member felt safe enough to share their shock and distress. It led to further discussions about 'triggers' and 'projection' and how our reactions can impact on others.

[Nadia Chaney](#) Beautiful. Amazing how struggle and resistance can be the site of transformation and growth.

[Bunty Cumberpants](#) Nadia Chaney absolutely!

[Arindita Gogoi](#) I was working with a bunch of parents of children with disabilities. It was an art therapy camp and the kids were painting on the walls. However, one thing that kept on disturbing me was the fact that some of the parents would draw conceivable shapes around the smudged paintings that their autistic children would draw. In some way I felt they were trying to give meaning to what their child was drawing because they just could not reach out to their child's mind. To bring these parents to a conversation about why they were doing that to every painting that their child was creating was extremely difficult. But I did ask them about it. Having the right set of questions, without any trace of judgment I feel, is extremely important. I don't think I was equipped at that time to have this conversation. The parents were not offended, but they looked towards me with a sense of "tell me how to understand my child's mind?". All I could tell them was, " My mother feels exactly the same way about me." Some of the parents actually laughed after that. And I think this was one of my most difficult group dynamics situations because we had kids who were doing their own thing and the parents were required to be with their kids and at every moment the parents would come back with a sense of "I am losing him/her, because I am not getting what is going on with him/her."

*[Nadia Chaney](#)



Case Study #2: You are facilitating a community meeting about a serious neighbourhood issue and the outcome of the meeting is a group decision. Nobody seems to want to get the discussion going. People answer your questions in single word sentences. Many people are sitting with their arms crossed. The silence is chilly and awkward. A) How do you adjust your tone and body language? B) What models or specific skills do you use to intervene?

[Jolene Cheryl Simko](#) I am out of time for the day and have to move on with another (and far less engaging) task. Thanks for all this everyone!

[Nadia Chaney](#) thanks Jolene!

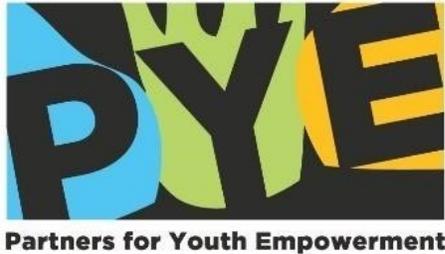
[Barb Applepieski](#) Me too, thanks for everything!

[Nadia Chaney](#) Til soon Kingstonites!

[Arlene Martinez-Vickers](#) 1. What is my body position in relationship with the group? If I am standing, I'll perhaps sit to 'level up' and just have a conversation instead of having an instructional setting. 2. I'll probably write something or create a visual that might clarify what is being asked/looked for. Maybe they are not understanding. 3. If these two fail, I'll perhaps ask the group if I am asking the wrong question. Do they want to address the task at hand differently? Do they think a different 'task at hand' is more important?

[Nadia Chaney](#) nice, Arlene!

[Arindita Gogoi](#) A) Tone and Body Language: Would be standing; strong and straight posture and crisp language. B) I would quickly use the style of scaffolding questions where I start with a series of close ended questions and then move towards open ended questions. If the group continues to be disengaged then I will announce a poll on a couple of options and take a decision based on the poll results.



* [Nadia Chaney](#)

With only twenty minutes left in the game I'm going to go all out and post the third case study. No worries if we don't get to them all, very often people chime in as the day and the week go on.

Case Study #3: You are leading an anti-racism workshop for a small business in your community. The group is multi-cultural. One person tells a story about a racist incident that happened to them, and another person denies that it ever happened, and calls the first person a liar. The first person gets angry and stands up aggressively, saying that the second person is also racist. A) What do you need in place to avoid or contain this situation B) What is the first thing you tell yourself as it is happening C) What models or specific skills do you use to intervene?

[Claudia Pinedita](#) "Oh shit" interrupt, refer to agreements ask for a reframe, talk about respecting each other's truth ask the people what they are feeling and where it's coming from, acknowledge how difficult it is, ask them to listen to each other...

[Nadia Chaney](#) Yes, Claudia Pinedita! Me, I'm like "let's slow down and take it back." I map the conversation and without any blame help us see that this interaction is what we WANT to learn about in this session

[Mery Miguez](#) Hi Nadia, when you have a chance, I'd like to see if you can expand in what do you mean by "I map de conversation", how do you do that?

[Arindita Gogoi](#) A) Keep reminding everyone of agreements in the group B) Don't judge; start a conversation (it is a conversation trigger) and do not patronise C) I might try to remove the



PYE Third Thursday Assembly

January 20, 2017

person (figuratively) and instead keep the incident in the conversation; e.g., I might ask the accuser if s/he thinks that if not with this person, there is a possibility of the same/similar incident happening to someone else? If they feel that there is a need to address that situation? And build the conversation from there.

* [Nadia Chaney](#)

Well, thus endeth our 90 mins together this month. This has been a really useful session, thank you everyone for bringing your experience, curiosity, and witnessing to the process. Thank you for your skills, your practice, your honesty and your willingness to support each other!

PYE will soon post the transcript and this page stays open if you would like to add anything to any of the posts. We are always open to new topics for the upcoming sessions. If you have any ideas please feel free to post them on this page. If you enjoyed today's session please tell your facilitator, teacher, manager, social worker, group therapist, activist and social artist friends! Don't forget to check www.pyeglobal.org for upcoming trainings, too, there's some new ones just posted.



[PYE Global - Partners for Youth Empowerment](#)



PYE Third Thursday Assembly

January 20, 2017

PYE Global - Partners for Youth Empowerment ignites creativity and potential in youth and adults. Our Creative Community Model brings learning alive.

pyeglobal.org

[Natasha Duchene](#) Thank you Nadia! ❤️

[Nadia Chaney](#) ❤️

[Mery Miguez](#) ❤️

[Christelle Tee](#) Thanks Nadia!



Partners for Youth Empowerment

PYE Third Thursday Assembly

January 20, 2017