

ACR-GNY & John Jay Roundtable Breakfast | March 7, 2024
ZOOM MEETING PUBLIC CHAT TRANSCRIPT

- 01:31:52 01:08:54 Ariel Lublin - Harlem, NYC: Reacted to "For an article on ho..." with ❤️
- 01:09:02 Ariel Lublin - Harlem, NYC: Reacted to "Hi, I work at the Ce..." with 👍
- 01:09:39 Jeremy Lack: Replying to "For an article on ho..."
See also:
https://www.researchgate.net/publication/344883409_Improved_conflict_resolution_in_romantic_couples_in_mediation_compared_to_negotiation
- 01:09:50 Ariel Lublin - Harlem, NYC: Reacted to "See also: https://ww..." with ❤️
- 01:11:40 Dr. Clare Fowler, OR: This is a lot of pressure 😊
- 01:11:54 Ida Benedetto: Reacted to "This is a lot of pre..." with 😊
- 01:12:03 Ida Benedetto: Reacted to "This is a lot of pre..." with ❤️
- 01:12:19 Gregg Bradstock: Reacted to "This is a lot of pre..." with ❤️
- 01:12:41 Kishor Dere: Welcome Dr. Clare Fowler
- 01:12:46 Alec Chapa - SATX: Reacted to "This is a lot of pre..." with ❤️
- 01:13:07 Merry Télémaque/Queens, NY: Reacted to "This is a lot of pre..." with 🙌
- 01:13:23 Alec Chapa - SATX: As a philosopher, I'm going to really enjoy this ("reality is perception, so perceive well")
- 01:13:54 Meltem Kilicaslan: Reacted to "This is a lot of pre..." with ❤️
- 01:15:09 Niki Borofsky | NH: Welcome to Dr. Clare Fowler |
<https://lightheartedguide.com/>
- 01:15:52 Niki Borofsky | NH: Dr. Fowler's accessible guidebook to managing conflict |
Rising Above Office Conflict: A Light-Hearted Guide for the Heavy-Hearted Employee By CLARE E FOWLER
<https://rowman.com/ISBN/9781538171271/Rising-Above-Office-Conflict-A-Light-Hearted-Guide-for-the-Heavy-Hearted-Employee>
- 01:18:30 Cheryl Agris: Could you put the first slide into the chat?
- 01:19:05 Niki Borofsky | NH: The slides will be made available after the presentation.
- 01:19:23 Guy Blumberg: Reacted to "The slides will be m..." with 👍

- 01:19:34 Niki Borofsky | NH: OUTLINE OVERVIEW
- What trauma looks like
 - floor is lava - brain avoids
 - brain does thunder (fight), turtle (freeze), turn (flight)
 - amygdala v prefrontal
 - approach trauma - in book this exhibits as a behavior
 - acknowledge, clarity, plan, and hope
 - (note - this exactly addresses the threats to mental health: confusion, dismissing, and discouragement)
 - Window of Tolerance
 - Dendrites Form
 - vent, validate, plan
 - Floor is now hope
- 01:21:08 Niki Borofsky | NH: WHAT DOES YOUR BRAIN DO?
- 01:22:39 Sandy, upstate NY: thunder
- 01:22:41 Ariel Lublin - Harlem, NYC: It varies for me but turtling is definitely the back-up plan when my brain is really in overwhelm
- 01:22:52 Niki Borofsky | NH: Feel free to post your comments and questions in the chat.
- 01:23:23 Niki Borofsky | NH: Is there an East Coast/West Coast turtle split?
- 01:23:56 Tina's iPad: Thunder - quiet resistance
- 01:23:58 Ariel Lublin - Harlem, NYC: Does it partly depend on the level of trauma (especially attachment trauma) we have experienced in terms of what overwhelms our nervous system and what go-to feels safest?
- 01:24:42 Joe Gosselin-Chicago: "Midwestern Nice"=Turtling, maybe?
- 01:25:19 Jess Kent: I cannot imagine most of the folks at our mediation tables would consider their experience "ideal", so how can we help folks who come to the table with trauma and might not be able to remember all the discussion details?
- 01:25:46 Jenna | CCR: Reacted to "'Midwestern Nice'=Tu..." with ❤️
- 01:27:59 Kim Reisch: You are still sharing sound!
- 01:28:03 Katerina Apostolides: Are we supposed to be hearing the video at the same time?
- 01:28:03 Armenay Merritt: Still hearing the audio from the video. Please close that window.

01:28:06 Merry Télémaque/Queens, NY: Hello!

01:28:08 Dennis McCoy - Fairfax, VA: I hearing the video and Dr, Fowler

01:28:57 Anita Davis: All I'm hearing is a commercial...?!

01:29:29 Claudia Kenny: ut oh

01:29:32 Anita Davis: Logging off; too much going on with background noise. Hopefully I can obtain the recording, later.

01:29:52 Kim Reisch: clearly she can't hear us. Message her!

01:30:01 Brian Gatens, Leonia, NJ: Turn off her ability to share the video.

01:30:02 Richard Denton: stop your video

01:30:04 Adline Eugene, NYC: the host can mute her

01:30:37 margo cates, nyc: Is Dr. Clare F's response constantly turn over and turn over?!?

01:30:56 Deborah Somme NYC:A lot of background can't understand info

01:31:58 Ariel Lublin - Harlem, NYC: So where did we all go under stress? Thunder, turtle, or turn?

01:32:01 John T O'Malley: Well that was a good example of the amygdala response- in us!

01:32:07 Kjerstin (shir-stin) Pugh, she/her | NYC: Reacted to "Well that was a good..." with 😄

01:32:09 Ida Benedetto: Reacted to "Well that was a good..." with 🙌

01:32:11 N: Reacted to "Well that was a good..." with 🙌

01:32:19 Kjerstin (shir-stin) Pugh, she/her | NYC: Reacted to "So where did we all ..." with 👍

01:32:19 Tina's iPad: Reacted to "Well that was a good..." with 😄

01:32:20 N: Reacted to "So where did we all ..." with 👍

01:32:22 margo cates, nyc: Reacted to "Well that was a good..." with 😄

01:32:25 Jennifer Kilts: Reacted to "Well that was a good..." with 🙌

01:32:28 Ida Benedetto: Replying to "Well that was a good..."

yes, i still feel shaken up!

- 01:32:37 Jenna | CCR: Reacted to "Well that was a good..." with 🤔
- 01:32:39 Niki Borofsky | NH:was it intentional??? ...did Dr. Fowler just root out the fighters?
- 01:33:15 Dr. Kishor Dere: Occasionally, it could be a cocktail of thunder, turtle and turn.
- 01:34:05 Ariel Lublin - Harlem, NYC: Is there something literal here that has been measured about the speed of neural transmissions? They actually change speed?
- 01:37:12 Niki Borofsky | NH: Fundamental attribution error | <https://thedecisionlab.com/biases/fundamental-attribution-error>
- 01:37:20 Dr. Kishor Dere: It may vary from individual to individual.
- 01:37:59 Jess Kent: Reacted to "Well that was a good..." with 😄
- 01:41:06 Debra Hamilton: Reacted to "Occasionally, it cou..." with 👍
- 01:41:19 Debra Hamilton: Reacted to "It may vary from ind..." with 👍
- 01:41:27 Debra Hamilton: Reacted to "Well that was a good..." with 🤔
- 01:45:50 Tina's iPad: Reacted to "It may vary from ind..." with 👍
- 01:45:52 Alec Chapa - SATX: I tend to use the term "conflict-conditioned"
- 01:46:14 JOHN ADAM KERNS JR: This is why a Divorce Pre-Mediation Meeting with each side to get a better sense at what level each will approach the actual Mediation.
- 01:48:22 Ariel Lublin - Harlem, NYC: Reacted to "This is why a Divorc..." with 👍
- 01:48:24 Ariel Lublin - Harlem, NYC: Replying to "This is why a Divorc..."
- Also to develop connection with you so their amygdala down regulates as they build trust with you and can come to the shared session with a bit less stress
- 01:49:01 Ariel Lublin - Harlem, NYC: This looks like Daniel Amen's work?
- 01:51:26 margo cates, nyc: Can the brain scan/chemistry be changed, in various areas, and if so, what areas and over how long does it take to change, and are there certain ages beyond which either more susceptible and less correctable? (hope the above question make some sense). Any connection to mental illness and diminished cognitive abilities?

- 01:51:51 Susan: Reacted to "Well that was a good..." with 😊
- 01:52:46 Laura Steele Maryland: Bruce Perry asks, "What happened to you?"
- 01:54:29 Niki Borofsky | NH: Replying to "Bruce Perry asks, "W..."
- What Happened to You?
Conversations on Trauma, Resilience, and Healing
Author: Oprah Winfrey and Bruce D. Perry, M.D., Ph.D. |
<https://us.macmillan.com/books/9781250223210/whathappenedtoyou>
- 01:55:07 JOHN ADAM KERNS JR: I never refer to the people I am Meditating with as my 'Clients', rather they are my Customers!
- 01:55:59 Susan: Replying to "I never refer to the..."
- what do you see as the difference between clients and customers?
- 01:56:09 Mike Gildesgame, Arlington MA: Or parties who have come together to resolve their dispute with your help.
- 01:56:29 Ariel Lublin - Harlem, NYC: Reacted to "I never refer to the..." with 👍
- 01:57:01 Harry Manasewich (he/him): sounds like counseling
- 01:57:10 Ida Benedetto: oof! i've seen parent kindness actually be gaslighting. but it takes getting closer to the conflict to see that. i have a hard time wanting to offer that "kindness deserves kindness" message
- 01:57:16 Niki Borofsky | NH: Replying to "This looks like Dani..."
- Amen on Researchgate | <https://www.researchgate.net/scientific-contributions/Daniel-G-Amen-2177179842>
- 01:57:32 Alec Chapa - SATX: Yes, people need to be treated well. The clubhouse model of psycho-social rehabilitation demonstrates this very well
- 01:57:38 Ariel Lublin - Harlem, NYC: Replying to "I never refer to the..."
- Guessing - a bit of a status thing - emphasis of customer is that they have hired you - in a way, they are the boss - client can feel a bit diminishing
- 01:58:22 Alec Chapa - SATX: Replying to "Yes, people need to ..."
- <https://clubhouse-intl.org/what-we-do/what-clubhouses-do/>
- 01:58:25 Harry Manasewich (he/him): Is the expectation that this "healing" will occur during mediation?
- 01:58:48 Ariel Lublin - Harlem, NYC: Reacted to "Is the expectation t..." with 👍
- 01:59:09 Ida Benedetto: Reacted to "what do you see as t..." with 🙌

- 02:00:04 Ida Benedetto: Replying to "I never refer to the..."
having worked in both tech and consulting, i see it in the reverse. customer relationships far more transactional and less accountable than client relationships.
- 02:01:09 Alec Chapa - SATX: Reacted to "having worked in bot..." with 👍
- 02:01:59 JOHN ADAM KERNS JR: The Major Houlihan view of the world she commands!
- 02:02:14 Ida Benedetto: Having worked as a management consultant, I've got so many thoughts on these scenarios....
- 02:02:21 Ariel Lublin - Harlem, NYC: Reacted to "Having worked as a m..." with 👍
- 02:02:30 Harry Manasewich (he/him): Reacted to "The Major Houlihan v..." with 😂
- 02:02:43 Shelley Antoine (NYC): Reacted to "Having worked as a m..." with 👍
- 02:02:44 Guy Blumberg: Reacted to "The Major Houlihan v..." with 😂
- 02:03:03 Meena Lee: I am management and I am amazed at these scenarios. It would never have occurred to me I could take these steps. Management is generally expected to suck it up, right? We "get paid more" so it's just part of it
- 02:03:18 Dr. Kishor Dere: Thick-skinned persons may be less vulnerable to getting traumatised than those who are thin-skinned.
- 02:03:54 Meena Lee: But what made people like me thick skinned is being traumatized. I started this world very thin skinned. I had to grow into it
- 02:04:08 Meena Lee: And that is considered weakness
- 02:04:13 Ariel Lublin - Harlem, NYC: Replying to "I never refer to the..."
Makes sense
- 02:04:30 Niki Borofsky | NH: Our Epidemic of Loneliness and Isolation | The U.S. Surgeon General's Advisory on the Healing Effects of Social Connection and Community | <https://www.hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf>
- 02:04:47 Kim Reisch: Seems like thick-skinned people are turtles! Thin-skinned are thunder!
- 02:05:42 Alec Chapa - SATX: Knowing is half the battle
- 02:07:14 Dr. Kishor Dere: No two individuals can have an identical nature.

- 02:08:01 JOHN ADAM KERNS JR: A person, even a child who the other kids will not play with, can rationalize the need for them to keep separate because a Leader must not come too close to their people because it will affect their critical decision making!
- 02:08:30 Louis Cohen, Florida: Go for broke
- 02:08:44 Niki Borofsky | NH: Replying to "Knowing is half the ..."
That phrase — “knowing is half the battle” — comes from that old military maxim: “The first blow is half the battle.” (from <https://melmagazine.com/en-us/story/why-exactly-is-knowing-half-the-battle>)
- 02:08:47 Dr. Kishor Dere: Introvert versus Extrovert dichotomy
- 02:10:01 Ariel Lublin - Harlem, NYC: To support her explanation of trauma - my understanding is that in psychology, “trauma” is the response to the event (how your systems is impacted), not the event itself.
<https://www.apa.org/topics/trauma>
- 02:10:25 Jenna Silver - Chicago, IL: Reacted to "To support her expla..." with 👍
- 02:10:38 Ida Benedetto: This is making me think a lot about when mediation is appropriate in a workplace situation and when there are other issues at play where mediation may not be the right intervention. There are so many power dynamics in a workplace that need to be negotiated. Some of what Dr Fowler is describing does sound to me like a lack of management skills... assuming it's trauma too soon may short-circuit effective organizational culture.
- 02:11:05 Debra Hamilton: Reacted to "This is making me th..." with 👍
- 02:11:31 Harry Manasewich (he/him): mediation is not a substitute for therapy or counseling
- 02:11:35 Alec Chapa - SATX: Reacted to "mediation is not a s..." with 👍
- 02:12:08 Ida Benedetto: Replying to "mediation is not a s..."
it's also not a substitute for effective management policies and culture
- 02:12:18 Alec Chapa - SATX: Replying to "mediation is not a s..."
I include in all of my contracts “does not constitute the practice of law nor a substitute for the counsel of an attorney” as well as a therapy version.
- 02:12:19 Harry Manasewich (he/him): Reacted to "it's also not a subs..." with 👍
- 02:12:30 Alec Chapa - SATX: Replying to "mediation is not a s..."
*contracts

02:12:35 Dr. Kishor Dere: Mediation - win-win solution could have a therapeutic effect on the parties.

02:12:57 Alec Chapa - SATX: Reacted to "This is making me th..." with 👍

02:13:01 Angela: Def not just you!!!

02:13:05 Harry Manasewich (he/him): having a therapeutic effect is not therapy

02:13:19 Ariel Lublin - Harlem, NYC: Replying to "This is making me th..."
Some of them sound to me like people who had been unsupported around past trauma and were in management situations over their heads, honestly

02:13:42 Susan: LE5 or Ellie5?

02:13:55 Jenna Silver - Chicago, IL: ELI5

02:13:58 Alec Chapa - SATX: Replying to "LE5 or Ellie5?"
E.I.L.I. 5

02:14:14 Katerina Apostolides: Explain Like I'm 5

02:14:22 Susan: Replying to "LE5 or Ellie5?"
thanks - never heard it before

02:14:44 JOHN ADAM KERNS JR: As Denzel Said in Philadelphia, explain it to me as if I am 6 Years old!

02:14:53 Ariel Lublin - Harlem, NYC: Replying to "Mediation - win-win ..."
Yes but then conversely it can be reactivating if they don't come to that satisfying/relationship supporting resolution

02:15:06 Ariel Lublin - Harlem, NYC: Reacted to "Explain Like I'm 5" with ❤️

02:15:10 Ida Benedetto: Replying to "This is making me th..."
for sure. i've also seen people who've been through an intense amount of trauma be phenomenal managers.

02:15:12 Susan: Replying to "LE5 or Ellie5?"
now I get it Explain It Like I'm 5

02:15:28 Niki Borofsky | NH: ELI5 | <https://keyhole.co/social-media-glossary/eli5/#:~:text=ELI5%20is%20an%20acronym%20that,five%2Dyear%2Dold%20child>

02:16:18 Ariel Lublin - Harlem, NYC: Reacted to "for sure. i've also ..." with 👍

02:16:29 Katerina Apostolides: Ironically, "explain like I'm 5" becomes a technical term!

- 02:16:51 Teresa Calabrese she/her: Reacted to "Ironically, "explain..." with 🙄
- 02:16:52 JOHN ADAM KERNS JR: Did you kiss it to make it feel better and heal faster?
- 02:17:05 Ariel Lublin - Harlem, NYC: Reacted to "Did you kiss it to m..." with 😂
- 02:17:16 N: Reacted to "Def not just you!!!" with ❤️
- 02:17:33 N: Reacted to "Def not just you!!!" with 👍
- 02:20:22 JOHN ADAM KERNS JR: As an Army Officer I can 'Take off my bars' so we can talk openly and honestly!
- 02:23:08 Niki Borofsky | NH: Malasadas (Hawaiian Donuts) | <https://www.hummingbirdhigh.com/2014/01/malasadas-a-k-a-hawaiian-donuts.html>
- 02:24:10 Ariel Lublin - Harlem, NYC: Reacted to "Malasadas (Hawaiian ..." with 🙄
- 02:25:08 Tina's iPad: Reacted to "Malasadas (Hawaiian ..." with 🙄
- 02:25:59 Merry Télémaque/Queens, NY: Reacted to "Malasadas (Hawaiian ..." with 👍
- 02:26:35 Katerina Apostolides: Reacted to "Malasadas (Hawaiian ..." with 👍
- 02:27:07 Debra Hamilton: Reacted to "As an Army Officer I..." with 👍
- 02:27:10 N: Thank you for a wonderful and really clear presentation. Do you think people's response (thunder/turtle, etc) can also vary, based on the hierarchy /identities in the specific interaction, like whether you are talking to your boss or your own low-level employee or a hotel cleaner? I'm also wondering if you have any experience with how people on the autism spectrum do with these ideas and changing thunder-turtle dynamics ? Thank you !
- 02:27:34 N: Reacted to "Malasadas (Hawaiian ..." with 😊
- 02:27:58 Harry Manasewich (he/him): Not clear how a mediator can help "repair" pre-frontal cortex within a mediation (issues of time and appropriateness).
- 02:28:08 Dr. Kishor Dere: Thanks a lot Dr. Clare Fowler.
- 02:28:35 Debra Hamilton: Reacted to "Mediation - win-win ..." with 👍
- 02:29:11 Kim Reisch: Wondering how validating one person's view in front of the other person they are in conflict works in mediation? Perhaps the "validation" is happening pre-mediation or in private meetings? Sounds like conflict coaching.

- 02:29:17 Alec Chapa - SATX: Replying to "Thank you for a wond..."
Per my understanding of the literature, innate responses are fixed (we all have defaults). But, actual responses (whether we give in to defaults or not) does indeed depend on context.
- 02:29:47 Alec Chapa - SATX: Wonderful presentation!
- 02:30:03 Ariel Lublin - Harlem, NYC: Replying to "Thank you for a wond..."
Interesting way to put it - thx
- 02:30:11 Regina Brown: Excellent presentation!
- 02:30:24 Debra Hamilton: Such a vivid explanation. Thank you
- 02:31:14 Dr. Kishor Dere: With the benefit of hindsight, people may revise their opinions and regret getting traumatised in certain situations.
- 02:31:21 margo cates, nyc: really interesting and well explained, all the parts and process, in a caring and accessible presentation. Thanks so much.
- 02:31:33 Marilyn Molina- (she/they)-NYC: Thank you for a wonderful, interesting presentation Dr. Fowler
- 02:31:43 Alec Chapa - SATX: It's important to state that although mediation and therapy are absolutely different, coaching is a clear practice overlap area. Read more: <https://ct.counseling.org/2012/11/counselors-who-coach/>
- 02:31:48 N: Reacted to "really interesting a..." with ❤️
- 02:32:04 Long Island, NY -Lisa: Thank you so much. I have another meeting.
- 02:32:07 Alec Chapa - SATX: Replying to "It's important to st..."
<https://ctarchive.counseling.org/2012/11/counselors-who-coach/>
- 02:32:15 Niki Borofsky | NH: DISCOUNT & LINK TO BOOK | Rising Above Office Conflict: A Light-Hearted Guide for the Heavy-Hearted Employee | By CLARE E FOWLER | LINK <https://rowman.com/ISBN/9781538171271/Rising-Above-Office-Conflict-A-Light-Hearted-Guide-for-the-Heavy-Hearted-Employee> (Roundtable listeners get a 30% discount - enter `2rlfandf30` at rowman.com)
- 02:32:33 DG Mawn: This was wonderful
- 02:32:48 Mallory J. Stevens: Thank you so much, Clare! What a terrific presentation!!
- 02:32:56 Niki Borofsky | NH: Resources | <https://lightheartedguide.com/>
- 02:33:15 Ariel Lublin - Harlem, NYC: Reacted to "It's important to st..." with 👍
- 02:33:19 Ariel Lublin - Harlem, NYC: Reacted to "https://ctarchive.co..." with 👍

02:33:20 Brian Gatens, Leonia, NJ: Thank you, Clare!

02:33:27 Ariel Lublin - Harlem, NYC: Replying to "It's important to st..."
Thanks - will look at those!

02:34:06 Ariel Lublin - Harlem, NYC: Replying to "It's important to st..."
Oh I see - second link, not first

02:34:22 Niki Borofsky | NH: ANY QUESTIONS? We have time for one...

02:34:25 Dr. Kishor Dere: What kind of individuals are not deterred and traumatised
by conflicts?

02:34:33 Ariel Lublin - Harlem, NYC: Reacted to "What kind of individ..." with 👍

02:36:08 Marla Moss, Mediator: Thank you for a fantastic program!

02:36:10 Kim Reisch: Many thanks!

02:36:13 Mavalynne Orozco-Urdaneta MFT, CPC, BBA, NBC-HWC: Fabulous! Thank you!

02:36:20 Harry Manasewich (he/him): Thanks so much Clare!!!

02:36:40 Meltem Kilicaslan: Thank you so much. Always so rich content.

02:36:48 Tina's iPad: Excellent presentation, Thank you!

02:36:53 Dr. Kishor Dere: An incredibly rich talk by Dr. Fowler.

02:36:55 Mae Villanueva, CA: Thank you! I have more mediation tools

02:37:05 Katerina Apostolides: Thank you all!

02:37:13 Mayra Archilla-Barton: Thanks so much!

02:37:16 Chloe Choi, NJ: Thank you so much!!

02:37:23 Olivia Pirch: Thank you!

Videos of ACR-GNY & John Jay Roundtable Breakfasts are available here:

ACR-GNY website | <https://www.acrgny.org/RTB-Videos>

John Jay College of Criminal Justice Dispute Resolution website | <https://www.jjay.cuny.edu/DRC/EVENTS>

Started in the aftermath of 9/11 by Professor Maria R. Volpe, the NYC-DR Monthly Roundtable Breakfasts are co-sponsored by the [Association for Conflict Resolution of Greater New York](#) and the [CUNY Dispute Resolution Center at John Jay College](#). The Breakfasts are organized and facilitated by Matthew Lattimer, Niki Borofsky, Kjerstin Pugh, Chloe Choi and Maria Volpe and occur the first Thursday of each month from 8:30 – 10:00 am (New York Time).

Please note, the views and opinions expressed at Breakfast Roundtables and in the Chat Transcript are those of the speakers and participants and do not necessarily reflect the beliefs or position of ACR-GNY or John Jay College.