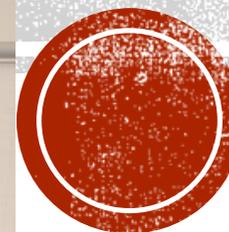


ROCKS AND REEFS OF INTERACTIONS

Psychologist Merita Petäjä



THINK ABOUT YOUR RECENT GROUP EXPERIENCE AND REFLECT THE EFFECTIVENESS

GOAL	Unclear	Clear
PARTICIPATION	Some dominate	All participate
PROBLEM SOLVING	Jump into solving	Reflecting on the best method of solving a problem
DECISION MAKING	Some dominate	Listening to all
LEADERSHIP	One takes the leadership	Shared or discussed
EXPRESSING EMOTIONS	Restricted	Free
TRUST	No trust	High trust



DOMINANCE COULD BE EFFECTIVE BUT ALSO EXCLUSIVE — AND MIGHT BLOCK GOOD IDEAS

Dominant language

- Steering the discussion
- Correcting other people
- Controlling topic
- Processing according to own interests and needs
- Giving the impression of mastering the topic

Submissive language

- Asking
- Suggesting
- Supporting others but not being supported
- Self-critical in regard to mastering the topic



A DOMONANT PERSON IN THE GROUP CAN PROVOKE THE POWER GAMES OF THE POWERLESS

- Hidden resistance
 - Saying yes but doing nothing
- Hidden aggression
- Flattering
- Denying the value
- Cowering before somenone,
being humble
- Domination has always its price!



ROUND-TECHNIQUE TO HELP TO BALANCE WITH ISSUES OF DOMINANCE AND SUBMISSION

- The floor takes turns in order
- Every one has a same amount of time (one minute)
- No interruptions, No discussion during the round

The person who speaks:

- Talks about the topic from own, personal perspective
- Does not give advice or criticize others or get messed up with other peoples issues
- Shows clearly (by nodding to the next one) when stopping

Rounds fit well

- Beginning of group session, dealing with new issues, group evaluation, dealing with conflicting issues, wanting to share feelings or experiences



CRITICAL FEEDBACK BY USING NONVIOLENT COMMUNICATION (NVC)

- **1. Observation** (observing without evaluation)
- **2. Feeling** (how we feel in relation what we are observing)
- **3. Needs** (needs, values and desires connected with our feeling)
- **4. Request** (the concrete actions we request in order to enrich our lives)

Marshall Rosenberg



HOW TO BLOCK THE DISCUSSION

- Put and keep all the old issues on the table
- Talk about business of other people
- Not to tell about your needs but give little hints of them
- Do not say anything but roll your eyes
- Start with **you**
 - You always forget...
 - You never keep you promise...

If at least once you could...

I want to remind you...

I wish I would see the day...



CRITICAL FEEDBACK BY USING NVC

- 1. **Observation** (It is now 11.30 and I understood we planned to start at 11)
 - 2. **Feeling** (I feel a bit confused now)
- 3. **Needs** (I need to leave in 30 minutes and I am worried we do not have enough time now)
 - 4. **Request** (in case you will be late, could you please let me know beforehand)
- *Instead of not saying anything but being angry and nervous instead.*
 - *Instead of saying: I am upset because YOU ARE ALWAYS LATE!!!!*

Marshall Rosenberg



EXPRESSING OUR FEELINGS

- Is expressing our vulnerability
- Helps solving difficult situations
- Distinguishing feeling from a thought
 - I feel this is not going to work out = I think...
 - I feel irritated, certain, sure, distressed, troubled, concerned, relaxed....tense, easygoing...
- Every one has a right to their own feelings
- All feelings are created by our own intentions, expectations, values or needs, not by other people



HOW TO FORMULATE A POSITIVE REQUEST?

- Use a positive request when you need to give corrective feedback, for example when the other person is not doing what he promised for the groupwork / does not show up
- A request becomes a demand if
 - It includes a judgement, criticism, blaming
 - The other people believes that she/he will be blamed or punished if she/ he does not comply
- When other person hears a demand from us, he/she sees two options: submit or rebel

