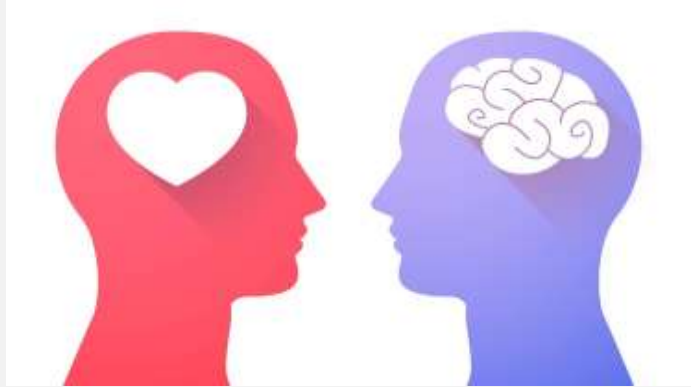
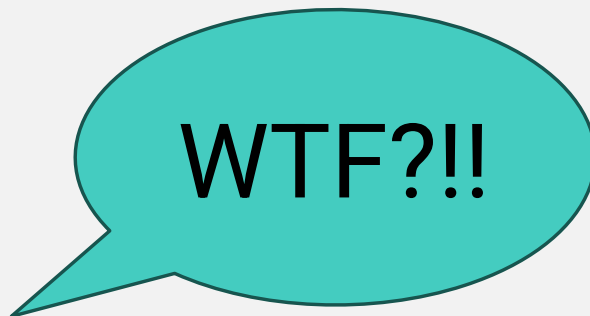


Healing the Divide: Elevating Your ADR Practice with Emotional Intelligence



June 4, 2024
Oliver Martin
OMJ Consulting

1



2

WTF?!!

Wanting

Thinking

Feeling

3

WTF?!!

What Do You Want?

What are your intentions, hopes, and desires?

What Do You Think?

What assumptions, judgements, and ideas are going through your mind?

What Do You Feel?

What impact is the situation having on you?
(Anger, Fear, Anxious, etc.)

4

Feelings are Data!

- What data can we get from feelings?
- How can that help us, and them?



5

EI to Meet the Evolving Demand for ADR

“the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationship”

- Daniel Goldman



6

Future of Work Belongs to **You**

"I don't know what the job title will be, and I don't know if we'll be there in 5 years ... it will be about human-to-human connection."

-Sam Altman, CEO of OpenAI

"The future of work will be more about collaboration, communication, and empathy. The ability to bring people together and facilitate meaningful interactions will be a highly sought-after skill."

-Lynda Gratton, professor of management London Business School:

7

Future of Work Belongs to **You**

"In an increasingly complex and interconnected world, the ability to facilitate group discussions, foster collaboration, and navigate diverse perspectives will be a key differentiator for success."

-Heather McGowan, future of work strategist and author

"The future of work is about fostering a culture of collaboration, empathy, and lifelong learning. Leaders who can facilitate inclusive and productive group dynamics will be essential in driving innovation and growth."

- Satya Nadella, CEO of Microsoft:

8

Workers lose 55 working days per year due to workplace conflict



Telus Mental Health Index (Oct 2023)

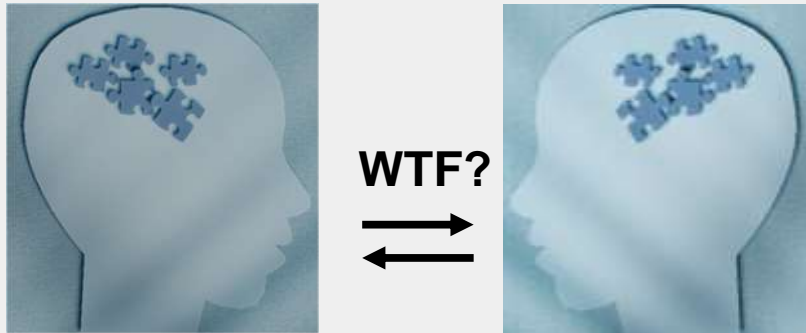
9

Self in Conflict



10

Self-Other Orientation



11

5 of My Good Qualities

1.	
2.	
3.	
4.	
5.	

12

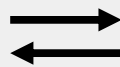
5 of My Key Triggers

~~5 of My Good Qualities~~

1.	Supportive
2.	Analytical
3.	Creative
4.	Organized
5.	Respectful

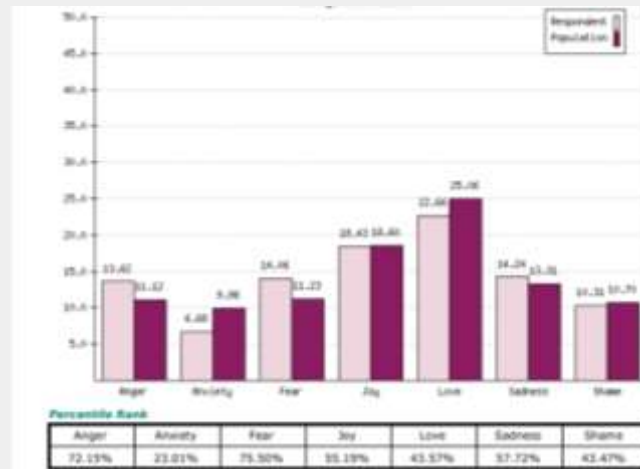
13

Self-Other Orientation

**WTF?**

14

Access to Range of Feelings



15

ANGER:

"I feel Violated"

Gift: Boundaries, Direction-setting, Motivation

Under Access:

- Taken advantage of

Over Access:

- Getting stuck; Not letting go; Wall between us and other



16

ANXIETY:

*“Not Enough or Too Much or
Conflicting Information”*

Gift: Clarity

Under Access:

- Premature action

Over Access:

- Analysis paralysis
- Being stuck
- Overwhelmed



17

FEAR:

“I’m Feeling Threatened”

Gift: Safety

Under Access:

- Putting ourselves in danger

Over Access:

- Risk averse
- Minimize ourselves and what’s possible



18

Sadness:

"I've lost something/someone"

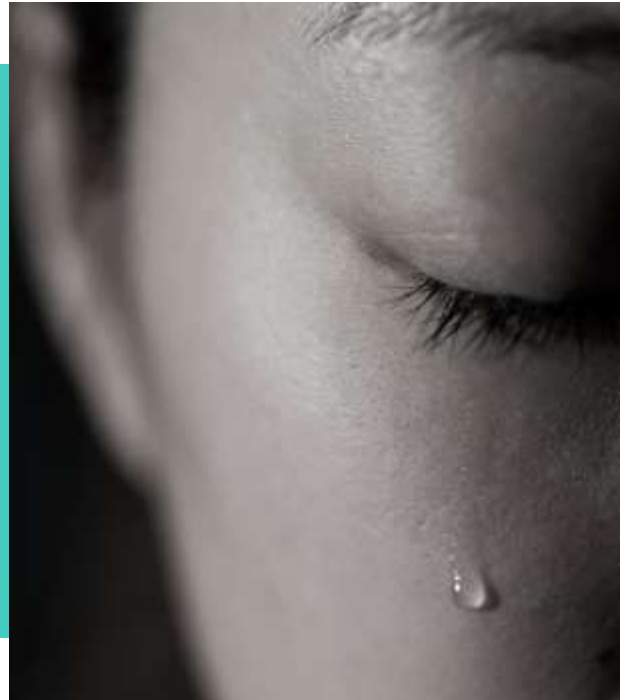
Gift: Sensitivity

Under Access:

- Aloof
- Insensitive

Over Access:

- Depression
- Depletion



19

Shame:

"I've done wrong. I am wrong."

Gift: Humility

Under Access:

- Not accepting responsibility for our contribution.

Over Access:

- Blaming self for everything
- Judging self and others by impossible values



20

Joy:
"I've got this!"

Gift: Vitality

Under Access:

- Inability to withstand everyday challenges

Over Access:

- Intimidating
- Inauthentic
- Overconfident



21

Love:
"I feel connected"

Gift: Warmth

Under Access:

- Hard to read
- Don't take emotional risk

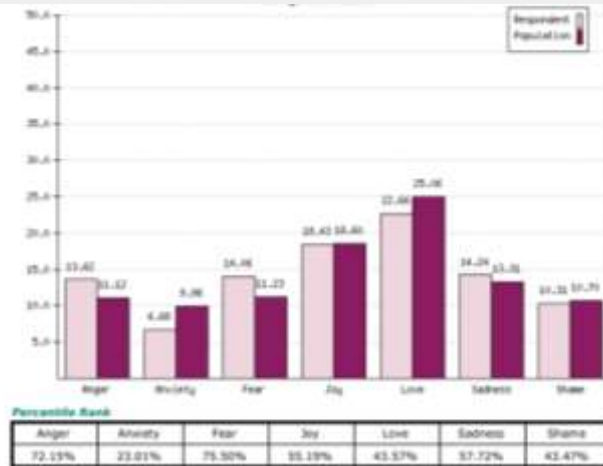
Over Access:

- Miss information from distressing feelings
- Inauthentic (hard to relate to other)



22

What is the data telling us?



23

2013



24

5 of My Good Qualities

1.	
2.	
3.	
4.	
5.	

25

5 of My Key Triggers

~~5 of My Good Qualities~~

1.	Supportive
2.	Analytical
3.	Creative
4.	Organized
5.	Respectful

26

5 of My Key Triggers

~~5 of My Good Qualities~~

Why am I triggered?

1. Professional	Challenge your Identity
2. Competent	Feedback that threatens your Identity
3. Team Player	Don't share the same value
4. Parent	Values conflict within you
5. Organized	They have it in greater abundance

27

Reminder

“Being conscious of, and naming emotions can move us from being at the mercy of our emotions, to being in control of ourselves and our impact on others.”

- *Learning in Action*

28

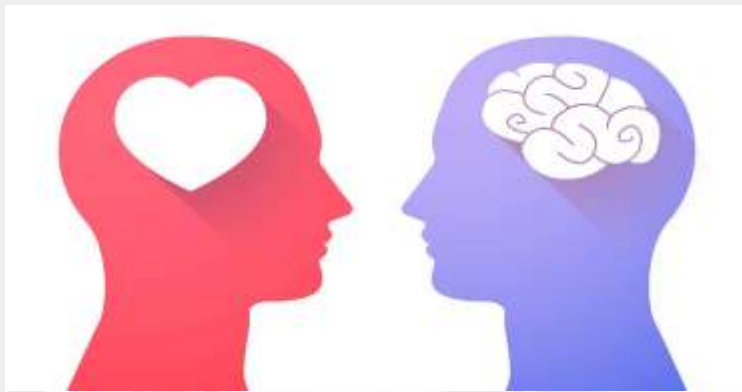
Reminder

conflict

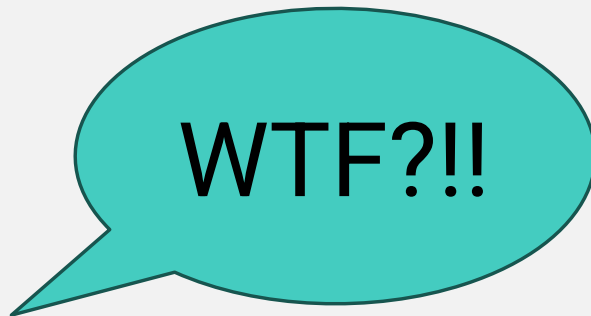
“Never let a good crisis go to waste”

29

Healing the Divide



30



31

A LinkedIn profile card for Oliver Martin. At the top is a circular profile picture of a man with a beard. Below the picture is the name "Oliver Martin" in bold. Underneath the name is the text "Dedicated to helping individuals, teams, and communities connect | M...". At the bottom of the card is a large QR code.

32