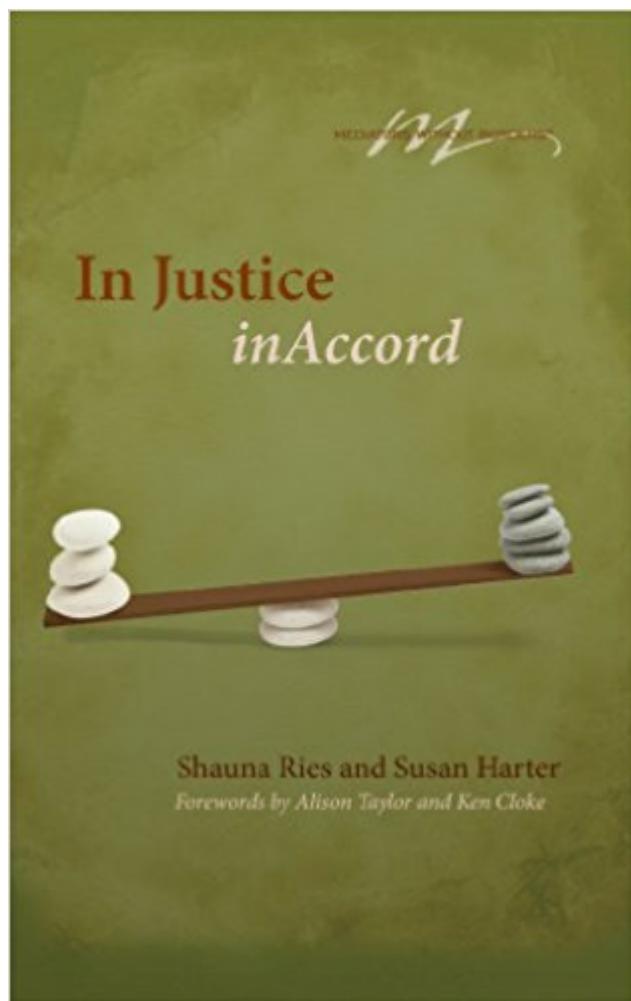


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# In Justice, InAccord



## **Synopsis**

In Justice inAccord speaks to the need for people to find fairness and dignity in their search for justice. Whether within couples, companies, or countries, there are inevitable conflicts. Mediation is presented as an alternative to costly, time-consuming litigation. The inAccord model allows disputants to identify the emotions that naturally accompany conflict. Parties are empowered through Touchstone Skills that facilitate dialogue leading to conflict resolution. Research surveys provide evidence for the efficacy of the model.

## **Book Information**

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## **Customer Reviews**

The inAccord model, as explained here, can serve to remind mediators of important values and beliefs - empowerment, transparency, a set of Touchstone Skills, and the role of balancing head with heart, for outcomes that can last. ~ Alison Taylor Making the search for justice an integral part of conflict resolution means ...turning them into levers of dialogue and learning, catalysts of community and collaboration, and commitments to social, economic, and political change. By taking these steps, as the authors of this book do, we help to create a better world. Ken Cloke

A Message from Shauna Ries ~ Conflict is good. So is anger. When my partner Genna [Murphy] and I were researching for our 1999 book entitled Quality of Life published by William Morrow & Company, we realized that anger and conflict were constructive. Those emotions help discern where you are versus where you want to be. Feelings of anger can inform you and serve to clarify and provide the energy you need to grow and change. It is when we're in conflict, whether with

ourselves, our family or our boss that our anger can teach us about ourselves. Conflict and anger inform you your instincts are working and that you care enough to modify a situation. It's the people closest to us that we tend to have the most conflict with. This role of emotions in conflict is where the inAccord Conflict Analysis Model originated. I believe we each need to look for the emotion of relief: explore what it is you require that would give you relief, at the beginning of the conflict. This is at the core of our Accord Conflict Analysis Model. Many are able to identify the conflict, yet are not clear what precisely they need for remedy. inAccord teaches disputants three very important skills, we refer to as the Touchstone Skills: reflecting, reframing and questioning. We value the idea of transparency in the negotiation. By this, we make the covert, overt. Again, this is where exploring the role of emotions, in particular your disempowering emotions and try to articulate what those emotions require for a feeling of relief. People have problems trusting their own instincts. Most people feel angry yet need help to clarify their thinking behind what it is they're feeling. Trusting your instincts when faced with an injustice seems simple, but most of us have to learn how to put words around it. Mediators Without Borders enrolls a diverse range of students. Some students are looking to make a career change into mediation while others want to advance within their profession, through a certificate in mediation or arbitration. Still others are taking courses to better their personal communication skills. I wanted to create a business and a book that my son and my grandchildren would be proud of. I wanted to build a principled company based on sound business practices. As corny as it sounds, I wanted to build a company with the intention of the world being a little bit better of a place because Mediators Without Borders exists. I wanted to live a life I could be proud of. ☺ ☺ Conflict and quality of life go hand-in-hand. To have a high quality of life, you need to be able to move and navigate through conflict. Every time I've been through a difficult conflict in my life it has made me clearer, stronger and, eventually, happier. Now when I am faced with something that is difficult I know something clarifying will come, as a result. As Kahlil Gibran mentions, joy and pain are from the self-same well. The deeper your sorrow, the deeper your joy will be. Besides, I enjoy controlling my own destiny, even if it's not always easy. ☺ ☺ A Message from Susan Harter ☺ ☺ My involvement in our collaborative project has had a profound impact on me, personally. I see four such arenas. First, it has enhanced my own commitment to being an authentic self in my daily interactions with others. Second, and relatedly, it has sensitized me to the importance of acknowledging my emotions, first to myself, and then in my interpersonal relationships where emotions must be expressed in a constructive manner, in a way that strengthens the relationship rather than compromising it negatively. This, at times in my life, has been a challenge. Third, I have always been a proponent of self-determination and feel that my own life and career bear that out.

The notion of empowerment in the inAccord model has, therefore, been particularly appealing. Seeing its power in the model, as it applied to mediation, has strengthened my resolve to appreciate the importance of empowerment in my own life. Furthermore, as a professor, it is a quality that I hope to encourage and nurture in my students. Fourth, my new knowledge about specific skills that can foster authenticity and can improve my own interpersonal negotiation abilities has been invaluable. I have become better at reflecting as well as reframing issues that may be problematic, and clearly notice the positive benefits of these skills in my own interpersonal interactions. Finally, enacting these various principles has definitely had a major impact on my own enhanced ability to live and love. I am thrilled at the opportunity to work with Shauna and Mediators without Borders on our research project designed to examine the effectiveness of the inAccord model. There were a number of concepts that I found intriguing and that stemmed from my own interests and research. One is the notion of authenticity, the capacity to be one's true self, acknowledging and expressing one's innermost thoughts, feelings, and opinions appropriately. By appropriate I mean in a way that others can actually listen to and hear, if they are expressed in a manner that is not interpersonally destructive. The inAccord concept of transparency is very analogous, promoting the goal that disputants as well as mediators access their authentic self as clearly as possible. To do so appropriately, one needs to learn specific skills, which are captured precisely by those emphasized in the model, reflecting, reframing, and questioning, the Touchstone Skills. However, in today's society, authenticity is in short supply, there are many challenges and impediments compromising our ability to access and display our true selves. We are bombarded with media messages and images that dictate how we should act, what we should look like, in order to meet the punishing standards of appearance for women and men in our culture. We are assaulted with dictates about what we should buy according to the latest trends, what we should think and say and what we should not say. In short, we are given a societal blueprint for who we should be as a person, as a self. I believe that people must first learn to get in touch with their emotions that are powerful forces in their lives, some of which can be destructive, some of which can be constructive. Disputants must first be encouraged to acknowledge their own emotional states, as realistically as possible. Mediators must be trained to assist disputants in labeling and expressing their feelings rather than moving too quickly to cognitive skill development. Thus, the design and inclusion, in our collaborative research, of a self-report survey to inquire about disputants' perceptions of their own emotion is critical, as a first step. Often the initial emotions are intense and not always manageable. Moreover-, the inAccord contribution of addressing two categories of emotions, those that are empowering as well as those that are disempowering is a major innovation in the field of mediation.

A major contribution of Shauna's thinking has been to illuminate the notion of a match or a mismatch between disputant emotions, where a match means that both disputants report the same type of emotions, that is, both indicate that they experience either empowering emotions or disempowering emotions. In contrast, a mismatch is observed when one party reports empowering emotions but the other party reports disempowering emotions. Shauna has presented a very convincing case that the issue of a match versus a mismatch has profound implications for the intervention approach that a mediator selects. This focus on emotions represents a very creative contribution to the field of mediation.

Really like what I am reading thus far about this Mediation model - most especially that it addresses the emotions of disputants.

Great Book very insightful and helpful!

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