

Here I outline two examples and my NeuroMediation-three-phase approach, which I will gladly explain in depth at a first meeting.

Interpersonal relationships are never free of conflict. Misunderstandings, inconsistency or a lack of communication all too easily lead to a crisis that burdens all those involved and can cause long-term damage.

A while ago, a young woman contacted me and asked for support. She worked as a paralegal in a renowned law firm and undoubtedly possessed the necessary know-how. But since the legal system is still a male domain, she was not taken seriously at her workplace and was constantly and subtly belittled by her superiors. "To them I'm just a better typist," she hissed. This situation burdened the woman so much that in the end she started doubting her own abilities and began condemning herself for her assumed incompetence.

Something similar happened to a doctor who called me recently. He worked in vascular surgery and was an expert in his field. However, the head physician did not appreciate his skills and preferred a colleague with much less experience for all major operations. They quite incidentally played tennis with one another every weekend. Frustrated, our doctor finally sought a clearing conversation with his superior, but the latter rejected his reproaches and dismissed him as a "weirdo". This served to harden the fronts even more.

With SYSTEMICS™ NeuroMediation I help affected persons or superiors to solve conflicts like these and to restore the understanding between the parties involved. The specifics of my neurobiological approach also require the involved parties to put themselves in each other's shoes - which makes it easier to build trust.

How can this be done? My solution approach is split up into three phases:

1: Introduction

- An open preliminary discussion with superiors or conflict parties allows me to gauge the working and living conditions and goals. And I can assess whether I am the right mediator for you and your shared volcano.
- I describe the process to superiors and/or conflicting parties so that all involved know what to expect - including compliance and exit. Thereby the involved parties can assess whether I am a suitable mediator for their themes.
- This is followed by one-on-one interviews with the opposing parties to increase their empathy. Among other things, I will demonstrate eye and breathing exercises for physical and emotional relaxation (to be executed max. 5-7 minutes daily).

2: Mediation

- As a rule, we meet for three full-day mediation sessions.
- As a rule, the main task will be to propose a joint solution to the opposing party under my supervision and according to my rules.
- Each day ends with a final summary protocol, incl. potential elements for a checklist.

3: Securing Results

- At the end we will enjoy a final discussion together. One essential part will be signing off on a checklist of future rules that must be observed. Analogous to my description of the process in *Phase 1*, lacking compliance will lead to consequences.
- We will discuss the possibility of optional updates.
- If suitable, qualification as an in-house mediator is possible.

Conflict resolution is always at the forefront of my approach. In addition, the involved parties experience organizationally tested and proven processes of feeling, thinking and acting (which are of course also helpful in a private context). Thus their quality of life is transformed in a significant and lasting positive manner.