Master of Arts in Conflict Facilitation and Organizational Change

at The Process Work Institute, Portland,OR,USA.

Final Project

"CTCM: Conscious Tech Connection Manual"

Contextual Essay

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About this Essay

This essay covers and tries to include the "research" nature of my final project. Because I wanted to keep the manual a simple tool, things which I perceived as too academic were moved from the manual to this essay. The communication manual is for technical people. This essay is for process workers. The purpose of this essay is to explain how and why the manual is different from process oriented relationship work for the general public. I also want to describe how the manual was created. I also explore how the manual is geared toward the unique tendencies found among the geek and technical population.

I used to have a helpful idea that I called "The Relationship Panic First Aid Kit". The kit only had three items: ranks, double signals and working on the edge to dream together. When I would get into panic about one of my relationships, I would pull this list out from my head and try to use all of the skills. This kit served me well for a long time. This manual is the deluxe version of the first aid kit.

1. Topic and focus

I would like to specify the particular focus of this project. The project focus is the **"**Communication Manual**"** for technical people. Process Oriented Relationship Work usually includes three levels of work, depending on the process of the relationship: individual, interpersonal, and field level. On the interpersonal level we find communication between individuals. This manual mainly focuses on the communication level. Process oriented relationship work is also being practiced to 1) facilitate one's own relationship with somebody and 2) to facilitate the relationship of two other people. This manual includes definitions,

theories, and exercises which help to facilitate one's own relationship, but do not include how to facilitate other two-party relationships.

2. Purpose

I would like to write about why I am doing this. Basically, I want to share what I have been learning. I feel the purpose of this project has some multiple intentions. These intentions include some of my own healing as well as sharing what I have learned to help other people. By sharing the skills which I outlined in the manual, I hope to bring happiness in relationships to computer geeks. Portland is already one of the most heavenly places for open source computer software contributors and developers. Many major open software founders are living near Portland, including the founder of Linux, Linus Torvalds. I had a vision of accelerating this open source movement community by my contribution to enhance geek communication skills. The geeks are also a reflection of me, too. I feel a great amount of healing in my own relationship struggles through using some of the techniques I suggest in the manual. I also see my own business development unfolding. The creation process of this manual itself was educational for me. I now know more about relationship work and related fields.

3. Aims and objectives

I had a lot of trouble learning about relationships and communication. I would like to share the skills and awareness which have been beneficial for me. I want to make the world a better place. I want to popularize process oriented communication awareness within the Portland open source community.

Why did you choose geeks and technical people?

First let me explain what I mean by the word "geek": a geek, in this instance, is someone who is proficient intellectually but may be a little socially awkward. The term "geek" has changed for many people from a derogatory term to a term that has a source of pride for many people who enjoy high levels of intellectual achievement and specialization. I chose this population because I am a geek and I wanted to share with people who have similar struggles and features. I already have skill sets in the computer field. I wanted to have a less dramatic, more holistic and integrated way of transitioning between my professions, as a computer system engineer/administrator/tech support and process oriented facilitator/mediator/consultant.

How and why technical people are different from general public.

Not all of them, but some technical people (including me) have had enough painful experiences around the world of emotions, because they (we) recognize and handle emotions in a different way from the majority of the population. In technical culture, emotional information is less recognized than fact based information. Many people in highly technical fields are accustomed to using data and are not so used to navigating subtle social cues and emotional expression. Many of us share a fascination toward technologies. Learning is a fairly common activity because of the flow of new technologies. What you know and your skill sets become old quickly. Due to the speedy development of technology, people working in this field tend to spend a good amount of their time keeping up with new information. Some people prefer to relate to technology and not as much to people. Some people excel at relating to technology and find relating to people on an emotional level to be difficult.

How did you modify traditional process work to fit the geek population?

I modified the information in my manual to be more mechanical, tangible and more technical. I started with smaller steps in the beginning, like working on double signals. Then I moved toward more advanced material near the end, like edge work. I included more signal based, phenomenological approaches to process work.

4. Approach

Methods and techniques

Making manual. Giving class. Getting feedback. Modifying manual.

First I made the manual according to my experience. I selected skills by using two major criteria. One criterion is the manual's usefulness for me. I selected skills which contribute effectively to my relationships. The other criterion is how easy it is to share the skills with technical computer people. I went to many computer software oriented events to find participants and to gain feedback about my project. I learned a lot from the process of going to these events and getting feedback on my ideas. One thing that I learned is how comfortable I have become with relating in comparison with some others in technical fields. Another thing that I learned was how different groups of people use different terms and jargon to explain the same experience. I also learned many things on a personal level that I did not directly add to my project but which enhanced my own life and work as a consultant.

First, I shared the beginnings of my manual and concepts from the manual. Exchanging ideas with agile software development community members was especially helpful for my project

because some of these members are experts in the relationship skills of computer software

developers. Computer software developers need special communication skills to ensure that

content is delivered and understood and context is explained well. They understand the detail

oriented nature of engineers and know how to communicate accordingly. Some of them

experientially already understood high and low dreams and big "bump in the road" moments.

I gave two evening classes and one half day workshop. These events were videotaped.

Participants were asked to give me feedback both in the middle and at the end of the events. I

updated the manual according to the feedback. I changed a lot of terminology to fit my audience

for instance I changed "emotion" to "gut sense" or "passion". Many people in the technical

industries are turned off by overly spiritual terms, so I was careful to frame things in non-

spiritual terms. I defined basic terms in the beginning to educate my audience about specific

process work concepts.

5. Audience

Who is it for?

The manual is for technical people.

The contextual essay is for process workers.

The audience for the manual is people who have technical, professional roles in the information

technology industry. I would like to extend this manual to many types of fields, like medical,

nanotechnological, or engineering industries. However, this project solely focuses on the

members of the informational technology industry. At first I had the ambition to include non-

technological industry members: people who communicate with technical people. For example, I considered using manager and sales people who are interested in developing communication skills to talk with techies. However, two groups of audience felt like too big of a project, so this aspect was dropped.

6. Quality criteria :

By giving classes and acquiring feedback, I was able to increase the quality of the manual. Responses I received shaped the manual. For example, I ended up modifying portions of the manual that used words about feelings and emotions. This was a result of the feedback I received from people in the computer technology industry. Emotional material is not commonly used in the computer industry because it is not recognized as a rational and efficient way to accomplish tasks. It is like a foreign language. One participant stated that in his ideal world emotion would not be present, so the best choice could be made based on rational collective opinion. Another participant even asked if I could remove the word relationship referring to the romantic partnership definition of relationship. One consultant really related to the "high dreams and low dreams" in relation to introducing new methodology to developed software. He really understood the benefits of outlining high and low dreams in the beginning of this introduction of new methodology. I received a lot of positive feedback regarding channel theory so felt a lot of confidence and wrote more details about channel theory. Incorporating this feedback raises the practical nature of the manual for this population.

7. Limitations

Constructive critiques

In the technical field, video and audio media are becoming usual, useful styles for learning, however, this project does not include these forms of media. This is a rather large limitation, given the fact that in the present day, technical people increasingly learn from sources other than paper media. The project itself is becoming slightly incongruous, because the manual is claiming to be useful for technical people, but it fails to incorporate the shift of media in its own industry. On several occasions, I received requests to share an online video or audio media as tools to learn process oriented communication. It seems to be getting standard to choose one new media channel, such as a social network service's online video, to develop a user group which promotes a new practice. I chose to stay with paper format because of time and resource limitations. I discussed this choice with my supervisor who agreed that the project was more manageable in this format and size.

The number of people who gave me feedback was very limited. I got feedback from approximately 25 people, nine of these people participated in my groups and the others I just shared these concepts with by chatting and sharing the written manual. I had a limited amount of time to attend groups and had only two evening classes and a half day workshop that I facilitated myself. This is a fairly small number to represent Portland Geek culture. I picked up the topics which I felt were useful; hence, only a few relationship skills are covered in this manual. I dropped the individual level because it was more therapy and coaching rather than relationship work. I found that for myself the communication level was the most helpful, so I dropped the field and individual level to focus more on what was the most helpful. I thought there would be

less resistance to start with working on the communication level because it is more common. Also, I have dropped skills to facilitate other people's communication and made the focus on facilitating one's own relationship with another. I really wanted to make a manual which is easy and useful for technical people.

8. Contribution to the field

 A written manual of this kind designed specifically for technical people has not been created before. This is probably the first written manual to focus on the relationship and communication of technical people. I interviewed several people about the essential part of communication for technical people to find out the usual level of communication they experienced with their peers. I used this information to include additional skills in listening and understanding.

 I started one of the classes by focusing on double signals. I felt the demonstration had a kind of ice break effect on the class. Intentional double signal demonstrations often make people laugh. I guess double signals are so common for all human beings. Things are not always yes or no, but there are many shades of gray in between. Most people do not have a high level of psychological training. Double signals are something that most people experience at one time or another with varying degrees of awareness.

    I received recommendations from multiple people in the technical consultation field to be careful to not use the words relationship, feelings and emotions. One person clearly said that a world without emotions is ideal because things can be decided totally together by rational,

reasonable and practical points of views. I learned to frame theory and exercises in a more rational way to meet the style of the participants.

9. Developmental detail of each section.

Basic concepts.

Originally, this section was part of the introduction. In order to maximize the reader's learning of the basic concepts, I chose to repeat important concepts throughout the manual. I initially felt it was good to remove the glossary because of the overlapping content when I created the "Basic concepts" section. In the end, I retained the glossary, with the intention to help the reader learn concepts through more exposure.

Double Signals, Mixed messages of Yes and No.

Picking up on one's own double signal. How to unfold double signals of other side.

I chose double signal as the first topic because it is the most simple and still a very useful concept and practice. In addition, I felt "picking up hesitation" is becoming more common knowledge in mainstream business culture so many people are already working with the concept of "double signals" just using a different way to describe it. I wanted to start somewhere closer to the daily life of technical people, and double signals are a common occurrence that technical people can be aware of by paying attention to others' and their own hesitation. I wanted readers to experience a good result in a short learning time.

Communication and channels

Which channel do you usually use? With which channel do you usually have trouble?

Communication channel concept is easy for me and also understood easily by other technical people. I do know some people take a long time to recognize or to differentiate relationship channel and world channel. I created the more clear concepts of "single channel family" and "multiple channel family" to explain how different channels manifest so that people would be more likely to understand their definitions. Single channels use only one sense and multiple channel families have processes through multiple senses. Process work has six major channels. I decided to use seven channels. Joe Goodbread added verbal channel into auditory channel. I used the verbal channel and auditory channel because separating them into two channels is practical and useful. I also thought technical people are more trained to listen to only verbal contents and more marginalized auditory attributes. I touched very lightly upon internal channel and external channel. I mean when you are operating in an internal channel you are processing information from the inside with yourself. When you are operating on an external channel you are processing information outside of yourself in relation to others. For example when using the verbal channel I can listen to my inside voice or listen to speech from other people. One part of me wanted to go all the way into detail, but another part of me noticed this section was already pretty heavy. I felt that the details about internal and external attributes of the channels were too technical, even for technical people. This section was one of the most popular among group participants. Most people understood the concepts well and felt they could practically apply them.

Fear and hope: low dreams and high dreams

Feel like a roller coaster? Do you experience many ups and downs? It is time to see what you are expecting.

Low – high dream is one of the most effective methods for me personally because I am greatly affected by high and low dreams especially at the beginning of any relationship. Working with these high-low dream exercises make me more stable and calm. I typically use romantic relationships to explain low-high dreams: however, I intentionally used a scenario in which an engineer is experiencing an employment interview. The purpose of this choice is because these skills are most practically described in a work environment. Dreaming is one of the core aspects of process work. I chose to include the concept of dreaming in this section in particular because it is so clear and easy to understand in the context of the high-low dream. Dreaming is a very wide concept and high and low dreams are a specific manifestation of dreaming. High dreams are a kind of dreaming that is closer to a hope or wish. Low dreams are a kind of dreaming that is closer to a fear or things that people want to avoid. Many people have experience already in this area. I emphasized the difference between internal and external processes. I presented the concept of internal and external processes in this section, because high-low dreams is one of the best places to become aware of these differences for me. An internal high-low dream is within yourself and an external high-low dream is from the other side or shared with the other side.

Rank Awareness --- Power, strength and privileges

Rank is one of the most important, helpful concepts for me because it helps people to deal with issues of rank in relationships in a better way and reduces tensions when rank is addressed.

Geeks typically have knowledge of rank which in the Geek world is connected to social rank.

Project managers tend to have more psychological rank, good "people skills", and generally

more social rank/contextual rank than programmers. I introduced rank awareness in my class

and workshop by explaining a common rank problem of one person noticing another's high rank

being misused against them. It is easy to notice areas where you have low rank. Other people

notice your high rank and their own low ranks. The participants in my group seemed to

understand these concepts well. They seemed to find these concepts useful in understanding past

conflicts.

The manual identified different kinds of power and strength, and examined typical rank dispute

situations, teaching the trick about awareness rank.

I changed the name of "spiritual rank" to "detachment rank". My goal was to reduce spiritual

connotations.

Bumps on road moments --- deeper or "real" topic

Conversation will come back to bumps on road moments eventually. Bumps on road moments

tend to cycle if not addressed and processed enough. Sometimes a process gets to a moment

when there are strong reactions, silences, or tensions. They tend to get overlooked, but because

they hold information it is important to bring awareness to them. I refer to these moments as

"bumps in the road moments". These moments can occur in any level, individual level,

communication level and collective level. This concept is designed for people who have less

awareness of these levels and intended to catch any "big" signal. I chose this subject because

bumps on road moments can be tracked simply by measuring noise level, shocked silence can also be a bump in the road moment. It is easy for technical people to understand this skill because it can be simply identified, in a tangible manner. I was debating whether or not I wanted to combine this with edge work. Bumps in road moments bring relationship systems to the edge. Bumps in the road moment tracking is one style of edge work. If you find a bump in the road moment, you need to hold the edge. People in the group got this concept. The tricky part for them was picking up shared bump in the road moments or others bump in the road moments. It was easier for them to identify their own bump in the road moments. This name "bump in the road moment" was originally "hot spot" used for group process.

Edge work: Learning to Identify and stay with edges in relationships

This section is the least developed section in this manual. I had difficulty choosing one type of edge work. I felt that there are almost too many ways to recognize and work on edges. At first I thought it might be impossible to introduce edge work through the written manual because keeping awareness near your own edge requires a lot of training. This experience may be easier for those who have practiced meditative techniques. I had the edge to recognize the diversity of readers and the development of edge work in the manual itself. I'm discovering that Geek people in reality are more diverse than in my imagination. In my imagination Geek people had less in common with process work people and I did not think they could put into practice the concept of edge work from a manual. I explained the concept in the group and we did some exercises which I later modified because it did not work well. It did not work well initially because I used too broad and conceptual exercises. I tried to cover too many kinds of edge work at once. The participants needed more support to go over edge like having more modeling and examples.

Explaining the concept was not quite enough. In the manual I provided much more explanation and simplified the exercise.

Talk about mythic level.

At first I thought it was a good idea to have a mythic level section and created it. I used the mythic level concept for one of the classes and got feedback that "myth" has a relatively negative connotation in the technical field. Eventually I just removed this topic.

Why mythic level was dropped.

There were several reasons. Based on my limited experience, I think that there are more non-spiritual people in technical fields than in the general population. It was originally not such a high priority. The mythic level is very important when the nature of the process is ending or beginning, or when there is loss of the meaning. However, this kind of process is not so prevalent in Geek daily life. Another reason for removing the topic is that I had an edge to access my own mythic level. As a result, the creation process of this section did not flow well. I got too much feedback about this section, and I did not have enough time and energy to incorporate it. Another reason for removing the mythic level was because of the feedback I received from class participants. I perceived that they were neither enjoying, nor going deeper into the process. The experience did not look so good. All of these reasons added up to my decision to drop the mythic level from the manual.

How was the experience of going to the events and inviting participants to my classes?

I liked that. I enjoyed meeting new people at technical meetings and asking them to come to my experimental classes. At first, I became nervous because I didn't want to go to open source oriented events that frequently. I did not know the techies who come to these events in Portland. Afterward, I went to more meetings and events, especially weekly and monthly meetings, and I started to become comfortable as I saw more of the same faces.

How was the experience of using the manual at the classes?

I found it very helpful to have the steps written out during the exercise sections. Sometimes when I used the manual as a template to follow it supported my English speaking language ability and people better understood what I was saying. I liked that people could take the manual home and reflect later on the material we went over during the classes. Each class did not cover all of the topics in the manual. It was nice to get to look over the topics as a group and decide what we would cover in each class together. Participants responded favorably to channel theory and double signals. I received some confused feedback to mythic level and removed this section.

Length of exercises.

The exercises are very short because I was imagining that the audience is less familiar with working on relationships. I simply wanted them to get accustomed to "working on connection" itself. This is why I kept the exercises short and simple. I hope some people even memorize the exercises and do them without this manual.

10. Future possibilities

What are the possibilities this project may open up for the future? What might I or others

do to build on what I have done? How might this project be useful to others?

Example: I would like to see the manual expanded into a series of videos. I would like to see the

videos expanded into a multi-media production including audio-visual, photography, animation,

comics, and performance art.

Others might like to use this project as a basis for further exploration and illustration

of concepts in a variety of contexts. For example, I would like to explore it further

with other technical people and medical people.

I would like to make this manual available through web based video services like youtube.

I'm also interested in making this in an audio format, such as a podcast, so that busy, technical

people can listen to it during their work or commute.

11. Conclusion

In order to serve the IT industry, it is useful to be careful and more gentle around the

psychological attribute of process oriented relationship work. It is recommended that you need to

be aware that some people not only have discomfort around relationship work but may have had

painful past experiences which may cause resistance to learning relationship skills. My manual

provides a safe step by step learning experience for technical people, and develops their

confidence to connect and relate.

I am satisfied with the manual overall as a good solid beginning point to be expanded on. I am

especially happy with the work I did in this manual in the channel section. I feel that my

sequencing order in this manual was very good. I feel that one successful point was the easy

introduction of process work concepts for geek/technical people. I could have done much more

work and improved the edge work section. This project helped me to envision a more rich, fun,

and positive experience relating with my peers in technical work situations.

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"In my mind, worldwork (and process work) is about relationship." ---- Arnold Mindell, 2008

London World Work.

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Acknowledgments

Introduction

---- How and why I started this project. Some of the basic questions many people have. ---

WELCOME! Welcome to the world of connections. Even if you are not a network expert,

connection is very important. This manual is one of my answers to "Is there an easier and

cooler* way to learn human relations?" *Cooler ~ Something regarded as "cool" is an admired

aesthetic of attitude, behavior, comportment, appearance and style, influenced by, and a product

of, the Zeitgeist. Because of the varied and changing connotations of "cool", as well as its

subjective nature, the word has no single meaning. It has associations of composure and self-

control and often is used as an expression of admiration and approval. (Wikipedia, March 30,

2011.) I personally have had a lot of trouble with my relationships: personal, romantic

connections, and work place relationships. I knew that since the science of being human has

developed so much there must be some new technology and practices to make things easier and

cooler for me. Let me introduce myself. I, as a Tree hugger and computer system engineer, am

fascinated by: (1) Transpersonal psychology, which includes personal development beyond ego.

"'Transpersonal' refers to the concern with ends that transcend personal identity and

individual"(VandenBos, 2007, p.954); (2) Process Oriented Ecology, which is not only working

on the total environment but also working on all stakeholders and aspects, "studies our 'home'.

i.e., the earth and its interactional processes including but not limited to plants, animals

(including people), real and dreamlike objects and energies." (Mindell, 2010, p.275); (3) Non

Violent Communication, which is using the skill and philosophy of how to engage, using

empathy instead of power order, "a specific approach to communicating - speaking and listening

- that leads us to the heart, connecting us with ourselves and with each other in a way that allows

our natural compassion to flourish." (Rosenberg, 2003, p.2); (4)Idea of Deep Democracy which includes not only all people, but also "three levels of consciousness: consensus reality, dreamland, and the essence level" (Mindell, 2010, p. 82). My understanding of Deep Democracy is a concept and practice of democracy which is useful to make decisions for groups, individuals and human connections. I really like Deep Democracy because Deep Democracy tries to listen to the usual voices and to the unusual voices.

   I would like to mash up* these concepts and introduce them specifically for cool technical people. *Mash up in geek terminology means to take concepts and technologies from different sources to create, enhance or enable new information or communication presentation. I think connection and relationship are very important for technical people and others. I will introduce you to a new inspirational technology about human connection that is well designed for people who are very functional in technical areas and interested in improving communication, human connection skills, and art. You may or may not have any experience with facilitation skills for many different kinds of connections and relationships. I hope this manual can help you to become a skillful and confident facilitator of your own connections. Process Oriented Communication was influenced by the Chinese philosophy of Taoism. My interpretation of Taoism is that it is a practice which pays special attention to and notices subtle things and signs indicating near future changes and flows with them.

I have picked up skills which have been useful for me from Process Oriented Relationship Work. I gave a name to each section. The majority of the names and the concepts are from traditional Process Work theory. These modalities were mainly founded by Arnold Mindell. I created some of the names and I also used some less well known names which may be used within the Portland Process Work community. I have grown up mainly in Japan with Japanese

language and Japanese thought and word structure. I have lived in Portland Oregon since 1996. I asked many editors to edit my English. Some editors keep my Japanese/English flavor and others are more into changing expressions toward American English. Please enjoy this special blend of languages.

HOW TO USE THIS MANUAL

Please follow your gut sense, deep passion, and processmind. Processmind is "the deepest part of ourselves, associated with a part of our body and the power of an earth location. Just as the earth underlies all forms of human and natural events in the biosphere, the processmind is the dreaming intelligence and field that organizes all of our experiences; hence it is a key dimension all facilitators need to access. The processmind is a nonlocal 'oneness' experience and appears in dreams and reality as the diversity of things catching our attention and interest." (Mindell, 2010, p. 275) Processmind is not so explicitly used is this manual. However, when you use any of the skills written about in this manual, it is helpful to pay attention to this processmind part of reality.

I tried to make each skill independent although some skills still depend on other skills.

The "What Is" section gives a short explanation of the core concepts of each topic.

The "Theory" section provides the structural background of the skill. It connects you to the key concepts of which that skill is made.

Each skill has a "Metaskill" section. Metaskills are "feeling attitudes, values, and beliefs that deeply inform our way of working with others". (Diamond and Jones, 2004, p. 32) Some skills can be used in a variety of ways.

The "Benefit" section presents the merits of using each skill.

The "When to use" section explains the signs and patterns in a typical situation and explains how to find the best timing to use the skill.

The "Exercise" section invites you to use the skill in action so that you can embody and get used to using the skill.

The "GLOSSARY" section will help you to understand and remember key concepts that are commonly used in this manual.

Basic Concepts

A few basic concepts for Process Oriented Communication.

I would like to introduce some concepts of Process Oriented Communication which are used throughout this manual.

primary process. "Primary process refers to those experiences that are better known and closer to a person's sense of identity."(Diamond and Jones, 2004, p. 20) Primary process consists of things which people are aware of. If you ask someone a question about primary process, the answer will be quick and smooth. For example, I am a person who is interested in communication. I have written a good amount of this manual already. These are the primary processes of mine which I identify and I am intentionally doing. You and I have "reader - writer connection". Our primary process in our relationship aspect is reader-writer relationship. Primary process needs to be respected in order to sustain process. However, if you give it too much respect, change and transformation do not happen. My primary process for this project is sharing communication skills with technical people.

secondary process. "Secondary process refers to those experiences that are further from a person's sense of identity."(Diamond and Jones, 2004, p. 20) Things that are relatively far from identity and awareness represent our secondary processes. People say things like "I am not that" or "That was not my intention." Secondary Processes can come up as mistakes, problems, trouble, unknown, weirdness and things that are bothersome. It is usually less controllable. Things which " happen" are secondary processes. An employer – employee relationship might have lover

connection by mistake. If this lover connection "happens" to them, it is unintentional secondary process.

edge. It is often expressed as a mountain between the primary process and the secondary process. The edge protects the primary process from the secondary process. "The edge represents the limit of the known identity as well as the point of contact with unknown experiences or identities. An edge is often felt as discomfort, nervousness, or excitement because it is an encounter with something new or unfamiliar." (Diamond and Jones, 2004, p. 20).

processmind. "The deepest part of ourselves, associated with a part of our body and the power of an earth location. Just as the earth underlies all forms of human and natural events in the biosphere, the processmind is the dreaming intelligence and field that organizes all of our experiences; hence it is a key dimension all facilitators need to access. The processmind is a nonlocal 'oneness' experience and appears in dreams and reality as the diversity of things catching our attention and interest." (Mindell, 2010, p. 275)

 I would like to introduce three levels of reality: consensus reality, dreamland, and the essence level.

Consensus reality. The normal and usual reality for the majority of any group.

Dreamland. Dreamland is a place for dreamlike reality including fantasy, mistakes, trouble and also the dreams that you experience while sleeping.

Essence level. Essence level is a oneness and all-connected reality, it is also called "processmind" and "sentient level".

Process Oriented Communication is dreaming oriented communication. The dreaming is shooting from essence level through Dreamland to consensus reality.

Double Signals, Mixed messages of Yes and No

--- Picking up one's own double signal. How to unfold another person's double signal. ---

What is a double signal?

We are all senders of messages. Sending the mixture of an intentional message and an unintentional message confuses people. It is useful to bring all of one's messages to the table to make things clear.

"Primary process refers to those experiences that are better known and closer to a person's sense of identity. Secondary process refers to those experiences that are further from a person's sense of identity."(Diamond and Jones, 2004, p. 20) "In everyday life we constantly receive messages from the primary and secondary process in ourselves and from other people. Primary and secondary information often contradict or conflict with each other."(Diamondand Jones, 2004, p. 20)

Theory:

One level of the relationship is the communication level. It can be recognized as a passing message model. When you send a mixed message, you are on the edge of bringing new information into your relating. If you succeed in bringing forth the new information, your connection becomes more whole, authentic and honest.

Metaskill:

When we can have awareness of our own and others' double signals it adds honesty, disclosure, and clarity to our relationships. By embracing the "wholeness" of communication we give light to all processes and expressions, the conscious and the unconscious.

Benefit:

You have clearer communication and less confusion.

If you excel in handling double signals, you become a more holistic and congruent communicator. Your verbal and nonverbal expressions align, and you become more conscious about your known and unknown parts. There will be less confusion because more parts of your expression are under light and become more visible for both you and others. You will be able to support other people's clear expression. You can support a more relaxed and open communication style in others. The double signal brings out the secondary process if you unfold it.

When to use :

Whenever you notice anyone's mixed message, including your own, it is time to work on double signals. For example, a friend of yours said that she was going to come to the party, but she did not show up. She is sending you two messages: "I want to come to the party" and "I don't want to come to the party".   You promised to send your customer a document, but you did not deliver the service on the day you agreed to. You are sending messages of "I want to send it," and "I do not want to send it." These are the times when you would use double signal handling skills for yourself and others.

Exercise:

    1. Pick an exercise partner and decide who will explore their own double signal first.

    2. Chat for five minutes.

3. The first person picks up their own double signal by paying attention to their primary process and picking up on anything that doesn't match.

4. Explore both sides (primary and secondary) of mixed messages.

5. Switch the role and have the second person explore their own double signals.

6. Both partners exaggerate and dramatize in a playful way the expression of their double signal.

7. Talk and share about your experience.

Demonstration: "Hi Rain, would you take 15 minutes with me and do an exercise exploring double signals?"

"Sure."

"I'll explore my double signal first. Is that OK with you?"

"Sure."

We talked for 5 minutes. I noticed that I was expressing my double signal, which was smiling and laughing while talking about how frustrated I felt. Here, my primary process was frustration due to the many revisions that I needed to make on my paper. I had less awareness of my secondary process and was not sure why I was laughing at that time. I felt safe enough to express my frustration and that was joyful for me.

We talked for 5 more minutes.

While Rain was talking about her mother's sensitivity, she noticed that her own nose was itching and she was sensitive also.

We had fun dramatizing our double signals.

"How was that exercise for you, Rain?"

"It was pretty fun and interesting."

Communication and channels

--- Which channel do you usually use? With which channel do you usually have trouble? ---

What are channels?

Information is communicated through a particular path called a "channel". "Channels are signal vehicles, which convey intended and unintended communication." (Diamond and Jones, 2004, p. 64). People have a tendency to use some channels in a more fluid way (occupied channel) and some channels in a less fluid way (unoccupied channel). There are seven major channels. Five channels are in the single channel family and two channels are in the multiple channel family. These channels can be differentiated as internal channels and external channels. For example, some people have a stronger talent to listen to their inner voice than to external sound. Some people have more talent to see outside shapes and colors than internal images. Many people have the tendency to move their eye balls to certain positions when they are occupying different channels. Let me explain the details of each channel.

----- single channel family ------

A single channel family uses only one kind of perception.

1. Verbal channel

The Verbal channel carries our language contents. Some people don't differentiate between the Verbal channel and the Auditory channel and call both the Auditory channel. I prefer to separate these two channels because I feel that it is more practical. Many of us are very trained to pay attention to verbal contents only. When using the Verbal channel, many people have the

tendency to move their eyes in a horizontal way. The eyes will often move to the left side to access verbal memory and to the horizontal right side to construct verbal contents.(Ready and Burton, 2010, pp. 99-100) Usually reading, writing and the majority of thinking are in the Verbal channel. People who use the Verbal channel comfortably often like to make lists.

2. Auditory channel

The Auditory channel is a signal vehicle for non-verbal sound contents; voice tone, rhythm and many other kinds of noise are included in this channel. Silence also belongs to the Auditory channel. Instrumental music also uses this channel.

3. Visual channel

Your outer and inner vision access the Visual channel. If you are fluent in this channel, you can see, differentiate and notice colors and shapes well, including your imaginary ones and the real outside ones. When the eyes move to the upper left side, people are accessing their Visual channel memory. If the eyes move to the upper right side, people are trying to construct visually or accessing visual imagination. If the eyes go to the bottom left, people are developing internal dialogue.(Ready and Burton, 2010, pp. 99-100) As I wrote before, the majority of thinking is in the Verbal channel, but some people do think visually. You can be supportive by creating visual aides or drawing simple pictures for people who use the Visual channel often. The majority of dreams, paintings, fashion, color, perspective, lighting and invisibility are all occupying the Visual channel.

4. Proprioceptive channel

 The Proprioceptive channel is an information path for body sensations: gut sense, body surface pain, temperature, itchiness etc. When people access this Feeling and sensation channel, their eyes probably go to the bottom right side.(Ready and Burton, 2010, p. 100) Talking about tiredness, comfort, relaxation, tension, excitement and how they feel makes people who prefer the Proprioceptive channel comfortable. Gut sense, feeling, pain, tiredness, body symptom, excitement, chi energy and numbness are expressions of your Proprioceptive channel.

5. Kinesthetic channel (movement channel)

The Kinesthetic channel is occupied when we move something or when we are moved physically. Dancers, car drivers, and bicycle riders develop their sense of the Kinesthetic channel. Stillness and the sense of being stuck are also part of the Kinesthetic channel. Expression through motion, stagnancy, going forward, turning points, wobbling, shaking, going straight, and going fast all belong to this channel.

----- multiple channel family ------

The channels which belong to multiple channel families are somehow conceptual. Multiple channel families use the five single channels above and depend on these channels.

6. Relationship channel

The first multiple channel family is the Relationship channel. This channel's expression is about connection and relating. It can be the connections between people: friendship, employer – employee, etc. It can also be the connection between two parts of a machine or people and tools

combined. The connections can be expressed by movement or dance (Kinesthetic channel), you can "see the connection" (Visual channel), or any of the other five single channels. That is why this channel belongs to the multiple channel family. The focus of this manual is about this channel.

7. World channel

Things about groups, organizations, world, culture, politics, synchronicities, social issues, environment and family indicate the World channel. The World channel also uses the basic five single channels. For example, people can feel (Proprioceptive channel) about social issue or you can talk about (Verbal channel) your own culture.   Weather, street noise and the economic situation are all probably World channel issues.

There are concepts of occupied channels and of unoccupied channels. Long term occupied channels have a tendency to be used very diversely and in a consciously controlled way. It is like a rainbow spectrum or a turn knob which has many indicators. You can choose any color, strength and texture within that channel. For example, people who use the Visual channel well can easily recognize and organize color and shape. You are probably able to notice them by their style, clothing and appearance.

Long term unoccupied channels have a tendency either to be only on or only off for extended times. It is like a switch that comes on and then once it flips to the other side it goes all the way very strongly. For example, if the Proprioceptive channel is unoccupied, many people don't feel their body, skin or internal organs during the day, but when they go to the springs, they may feel their bodies very strongly for a long time. An example of an occupied Proprioceptive channel

may be a massage therapist, who is probably able to feel not only their own bodies, but also their clients' bodies in detail.

An example from my own experience of an unoccupied channel is in the Relationship channel. I used to be not so comfortable making phone calls. This aspect of my Relationship channel felt weak and I felt uncomfortable to use it. I would push myself to make just one phone call and would become euphoric for making the phone call. When I finally made one phone call, I would call many people. This is an example of being switched on or off in a strong way.

Theory:

One of the communication models is how information is passing through channels. When you are communicating with someone, if the channels are not matching, a lot of information doesn't arrive to each side. It is common to not be able to recognize a few of the channels. It is fine if you can narrow down the communication to within two channels. It can take a while to narrow down some of the more complex or confusing channels. The multiple channel families can be harder to recognize for many people.
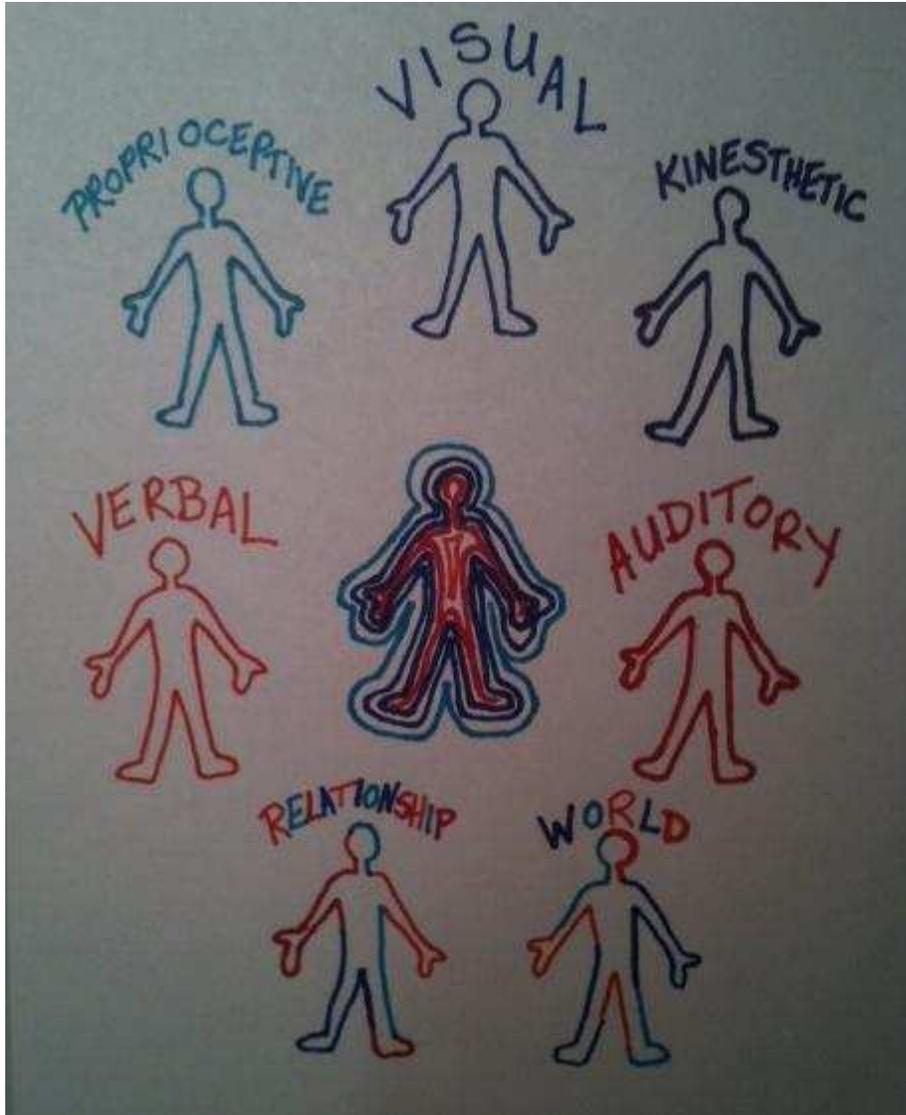
(picture by Rowan Kimsey)

Metaskill:

Meditative attitude to notice channel.

How is my expression being received by the other side?

Benefit:

When you learn to recognize which channels you and others are occupying, you can deliver content intentionally to the channels that the other person uses easily. You can do this by using communication aspects within that channel as described in the sections on each channel. Sending and receiving information becomes more efficient and clear because loss of information is lessened. If you have awareness of your comfortable channels and you are in an uncomfortable situation, you can intentionally shift or add your favorite channel to support your communication. For example, if you are presenting new information to others and you are nervous, you can make a list if you are more comfortable in the Verbal channel, or you can use pictures if you are more comfortable in the Visual channel.

When to use these skills.

You want to use your channel awareness when you notice that information is not getting through to the other side when you are communicating. Sometimes you can notice if information is getting through to the other side based on negative or positive feedback. You can test two or three channels and notice the feedback. This is a good time to see if your channels are matching. You want to use these skills for effective communication --- matching channels is more practical and economical; there is less energy loss. For example, a programmer and a manager are communicating. The manager is very visual and usually uses the Visual Channel when communicating about tasks she wants the programmer to complete. The programmer is most comfortable in the Verbal Channel. The programmer is making a well defined list of his progress

on the project. It would be more efficient for the programmer to show the manager a simple bar graph to show his progress on the project.

Exercise:

1.Pick an exercise partner.

2. One person talks about recent, interesting things for 5 minutes.

3. Notice which channels are used.

4. Discuss channels.

5. Switch roles.

Demonstration:

"Hi Sally, Would you mind taking time and doing a communication exercise with me?"

"Sure, how long?"

"It will take about 15 minutes."

"Sure, I can do that."

Sally talks about recent interesting things for about 5 minutes, you notice that she talks about how relaxed she felt when she visited the Japanese Garden. She felt calm and centered and she became more clear about how much passion she feels. You assess these feeling statements and decide that she is using her Proprioceptive channel, or possibly she was using some amount of World channel because she is talking about the Japanese Garden.

"Sally, I noticed you talked a lot about how you felt, do you think that you were mostly using the Proprioceptive channel?"

"Um, probably. What about the part where I was talking about the garden, wouldn't that be the World channel?"

"Yes, it seems like there was some amount of World channel, but most of your talking was in the Proprioceptive channel."

"Oh, I see, thank you."

I talked for 5 minutes about the Japanese Garden. I noticed how beautiful all the flowers looked. The sun filtering through the clouds made dark and light patches on the leaves.

Sally says, "I think you are mainly using the Visual channel because you are speaking in pictures, what do you think?"

"I think you are right, I can still see the Garden when I close my eyes."

Fear and hope: low dreams and high dreams

---- Does your relationship feel like a roller coaster? Do you experience many ups and downs? It is time to look at and discover what you are expecting.----

What are low and high dreams?

"Dreaming" refers to all kinds of dream-like reality and experiences including not only attractive visions of the future, but also the visual experience when you sleep. Dreaming also includes everything that is unintentional, secondary, that just "happens" to a person. High-low dreams are two kinds of "dreaming". High and low dreaming often happens in the beginning of relationships and dramatic situations. A "high dream" is a vision or hope for the relationship, imagining the ideal partnership where everything goes well like in a dream. "Low dreams" are fears, nightmares and the practical or imaginary worst situations for the relationship. Past difficulties can show up in your head. A small mistake or flow can make a big impression at the beginning or transitional phase of the connection. One example of high and low dreaming can look like this: you are looking for a new job and you get a phone call from your new potential employer. The new company or your new boss seems to have a great future. You start to have a shining vision about how much you can contribute to the company so that you are going to have more interesting projects and a higher income. You may be able to buy equipment which you have wanted for a long time. This is your high dream time. Now, you started go to many parts of the new company's web pages. You find out that the company also has a department which runs more traditional, classic and conservative services. You happen to have the skill sets which match these services also. Now you notice that you feel a bit tired of doing those kinds of projects. You are not so interested in that field, and you are afraid your skill set will not be

updated by doing those more traditional projects. You are also afraid of your losing market value because your experience and resume will not be so shiny after this project. This is the time you start to slip into your low dream. Many people are affected by these low and high dreams but they are not so aware of it. They just feel good feelings and bad feelings like a roller coaster.

Theory:

People's hopes and fears are often built from past experiences in similar situations. Sometimes people can become confused between what is going on inside of themselves and what is happening outside in their relationship with another. Exploring high and low dreams can help clarify what is actually happening in your perception of the relationship and in your own internal world. Knowing your partner's high and low dreams can also help you to be more sensitive to their experience.

Metaskill:

You approach situations with curiosity and a sense of discovery.

Benefit:

If you figure out and even bring into the conversation information about your high and low dreams, your odds are better to have better connections with others with whom you are in relationship. If you are aware about high and low dreams, you have more chances to be present because you are less likely to get caught up in your own inner drama. You can differentiate between your dream happening in your head, and which one is actually happening outside of you in each moment. You will be less shaken by new information which can trigger your high and

low dreams. If you have worked on high and low dreams, you have experienced the internal roller coaster enough. It is not the first time. Now you know a bit better about your internal drama. The internal roller coaster will still shake you some amount, but not like the first time. You are able to consciously manage the things that can bring your connection into high and low mode. Your connection becomes more stable and predictable, at least internally. For example, a web designer had a friend, and during a conversation they explored high and low dreams of developing new customers. The designer was aware of her own high and low dreams as a result of exploring this with her friend. The designer got a phone call from a new expected customer. The customer seemed to know exactly what they wanted. The customer also had a good amount of experience with using an external web designer. The designer remembered that in the past she had an excellent, satisfied and joyful customer who was similar to this customer. She noticed her heartbeat getting slightly higher because she was excited about her new customer. She noticed that this was partially because of her own high dream. She developed some detachment which helped her to pay attention to exactly what the customer was saying instead of her "idea" of what the customer wanted.

When to use:

This is especially useful at the beginning of a connection, or when one side feels emotionally up or down. It is time to see the hope and fear of both people, their high and low dreams. This is also good to use during times of major crisis points such as losing a job, partner, or finding out that you have a serious illness; also when a person is trying to make a big decision such as staying or leaving a partner, place or job.

Exercise:

1.Pick an exerciser partner.

2.Chat for 5 minutes.

3.Each person shares their low and high dreams about the connection.

4. Discuss your experience

Demonstration:

"Laura, would you like to take some time and explore our connection? It would help me to talk about some of my hopes and fears with you."

"OK Sure."

Laura and I chat for 5 minutes and we both discuss our high and low dreams about our connection. Laura and I are working together doing pair programming. Laura was afraid that I would feel that our programming skills would be too different to work together. Laura hoped that she would become a popular programmer because she can learn quickly from working with me. I was afraid that I might unconsciously hurt her feelings with my direct negative feedback. I hoped that we would quickly accomplish our project because we compliment each other well.

"Thank you, Laura for sharing your hopes and fears with me because now I feel more relaxed to work with you because I don't have to guess what you are thinking and feeling."

"Thank you, I also feel more relaxed and I do think we are different but that we compliment each other well. I was surprised by how similar our high and low dreams are."

Rank awareness

--- Power, strength and privileges ---

What are Ranks?

The concept of rank provides a framework for different kinds of power, strengths and privileges. Awareness of rank gives light to hidden or unconscious power usage. Typical basic strength and power ranks can be social rank, psychological rank, detachment rank (spiritual rank) and contextual rank. Social rank is the power to decide what happens in a group, organization or society. Many things can determine one's social rank like race, socio-economical class, sexual orientation, gender, age, health, religion and appearance.

 Psychological rank can manifest as an ability to feel good about yourself and have the ability to handle projections. If you have a high Psychological rank you have the ability to use psychological technical terms properly. Lucy has high psychological rank. She went to school for a long time and got lots of training. Nancy grew up on the street and is very "aware". Both have high psychological rank.   When you have high psychological rank you also have a high emotional fluidity, meaning you have awareness and understanding of other's and your own feelings.

Detachment rank (Spiritual rank) is the talent to choose to have some distance from the usual reality and feel safe. Love and a connection to the divine source or mother earth nature are aspects of spiritual rank. Often when a person with high spiritual rank enters a room, most disputes and conflicts naturally dissolve by the presence of this person.

Contextual rank is the power you acquire by context. For example, if you become the host of a party, you have more power to decide what happens throughout the party. Contextual rank only applies to that specific context. Once that event is over, the ranks are subject to change.

Becoming more aware of rank equalizes people's position. Rank awareness is a good starting point. Rank awareness is one of the most crucial aspects of deep democracy. "Deep Democracy was not only a sociopolitical method of addressing conflict and other social issue, but also a spiritual and psychological awareness method that enabled people to find fluidity and wholeness in the midst of social tensions." (Diamond and Jones, 2004, p. 12) . Let's look at what happens when there is lack of awareness of ranks. "Participants in the heat of conflict were often held in the grip of their social identity."(Diamond and Jones, 2004, p. 12). Generally speaking, many people pay attention primarily to the long term social rank or high ranking parts in others and their own low ranking parts. They do not notice their own high ranks and other's low ranks. People have the tendency to forget or be unaware of their own high ranks. It is very easy to keep awareness and it is difficult to forget about your own low ranks because these make difficulty and trouble continually. Both sides feel and believe that the other side misuses ranks and privileges. This is a typical difficult troublesome situation. There are many kinds of ranks and the majority of ranks are not so easy to remove, but our intention is not to remove the ranks but to have deeper awareness of them and so be able to use them better for others around. If you don't use your own high ranks, you might feel like you succeeded to remove your own high ranks for equality. But probably it is still noticeable from the outside even if you think you don't use these. Especially people who don't have a particular rank, have very sharp awareness about your not using the rank that you have. Rank awareness gives equality and empowerment.

Theory:

The side which has the social rank usually is able to decide which one talks longer or shorter. If the person who has more social rank is unaware of their own social rank, they will have the tendency to dominate the conversation and speak longer. There are long term social ranks and short term social ranks. If one party is oppressed for a relatively very strong or very long time, it is not so easy to notice that temporarily other kinds of ranks (especially spiritual rank) are used against the party that usually holds social power. In other words these oppressed parties gain temporary contextual rank. Often they will express themselves in non mainstream style, such as a more emotional, less linear style, potentially by dance, movement or sport. Mainstream style usually means being rational, linear, organized and less emotional. Knowing how long to let the oppressed side express in a strong way is important to maintaining a more congruent relationship. Awareness of this balance is your art sense. If you are too one sided, the marginalized party will soon stop showing up to be present. This "not showing up" can be in a symbolic way too. That means not only showing up physically but also psychological "showing up". To enjoy using one's own powerful rank is very important. Because when you enjoy using it, it is very easy to keep awareness of the rank. When you don't use a rank, you feel like you succeeded to remove the rank and you lose awareness. You experience this as if you don't have the rank any more. The rank is still very visible to people who don't have the rank. You may experience resentment from people who do not have this rank for your lack of action to use the rank of which you are unaware. Please enjoy using your ranks to make your friends happy.

Metaskill:

Am I aware of my power and strength? Using my awareness of my own power is useful as inner work as well.

I enjoy using my high ranks and use for my friends. I consciously celebrate my power.

The Benefits:

Connections become more equal by the knowledge and awareness of different kinds of power, privilege and strength. You are able to communicate easier and tension becomes lower between parties, and therefore relationships become deeper and more meaningful.

When to use:

It is good to have rank awareness in all situations at all times. When one person speaks too long and the other has no time to speak, it is helpful to have rank awareness. One person is very indecisive, so then the other person has limited options about their connection. One person looks way more easy and relaxed than the other person at that moment. One person may be scared by the perceived strength and power of the other side. One person may exhibit adjusted behavior; for instance, when following direct or indirect suggestions, they may act like they agree with the suggestions but really they are not so interested in following the suggestions.

Exercise:

1. Pick an exercise partner.

2. Chat for 5 minutes.

3. One person identifies and discusses their own rank.

4. Discuss different ways that ranks can affect communication. What kind of ranks do you notice about yourself when communicating with your partner?

5. What are your low ranks and high ranks.

6. Please use any of the ranks which you became newly aware of from this exercise in a playful exaggerated dramatized way.

7. Talk about your experience.

8. Switch the roles.

Demonstration:

"Hi, Yoko. May I have an exercise session to increase our awareness about our rank?"

"What is rank? I did not serve military. I came from a very modest family background, not like one of these descendants of honorable society in Japan. I am not a pop star. "

"OK. Let's read the definition in the manual. --- .This can be confusing if you are not aware of it."

Yoko and Jiro chat for five minutes. During the natural disaster, such as earthquake and tsunami, people feel very differently about their values and abilities. We both agreed on this fact during our casual conversation. Jiro felt relatively comfortable when he discussed about the effects of disaster, but Yoko spoke longer than Jiro. She seemed to have more emotional elements in the events that she explained to Jiro. Yoko has more personal experience to share and actual results in promoting disaster relief efforts. In the conversation, he was leading the exercise.

Jiro finds himself being calm and listening. Probably, this is from his detachment rank or some amount of psychological rank.

Jiro noticed that spiritual rank affected their communication by defining who is providing comforts, and who is cared for during the conversation. The comforts are not always noticeable by both parties. But the one with higher rank could possibly utilize the comforting elements with intention.

 Jiro ranks high in spiritual rank and psychological rank. Jiro ranks low in social rank because Yoko spoke longer.

Jiro became newly aware of his spiritual rank through the exercise. He was listening to Yoko just like a Shinto Priest or Buddhist Monk.

Jiro experienced slight denial and resistance to identify his own spiritual rank even during his attempt to exaggerate his role as a Shinto Priest or a Buddhist Monk. After the exaggeration, his rank became more real to him, something that he owns in himself. He started feeling that this particular rank is something that he should be aware of, and he gradually started recognizing his ability to apply it in the appropriate situation. At the same time, he finds this rank requires responsibility to utilize.

Yoko noticed that she has high social rank because she was able to explain what exactly she did with victims and supporters as well as the successful result in fund raising. These facts are real regardless of how these relief efforts are viewed. However, she also noticed that the facts - related presentation used more time than Jiro's part of the conversation. Her attention to accurate facts could possibly impact the delicate balance of an emotional conversation about a topic like disaster. The conversation can flow securely with more awareness to address the "soft" aspect of relief effort, such as mental care. She recognizes that her psychological rank is lower than her

social rank. In her imaginary scenario, she can receive certificate of appreciation from both UN and prime minister of Japan. YouTube is filled with the clips, and CNN sends her an offer to have her on their documentary special. In real life, though, she does have the experience of reaching eight million households via Japan's major newspaper in 2005. Dealing with the media brings more responsibility for sure, and it also deepens what aspects of consideration are required. She can pay more attention to her ranks in the future to support her work as a relief worker.

Bump in the road moment tracking

--- deeper or "real" topic. Conversation will come back to bump in the road moments eventually. Let's save time. ---

What is bump in the road moment tracking?

A bump in the road moment is when both parties make a bigger expression or suddenly no expression. It can also be expressed by only one party. For example: two people met with the intention of doing homework together. When the conversation touched on the subject of washing dishes at the sink, both started laughing hysterically. They quickly went back to their original conversation which was about homework, as if the laughing didn't exist. Talking about the dishes was a "bump in the road moment" but they would eventually come back to that conversation until processed or handled with care.

People naturally change the subject and avoid bump in the road moments. A bump in the road moment will come back in a bigger shape. When you start noticing the moments, you will be able to pick up moments in their smaller stage.

Theory:

High energy bump in the road topic unexpectedly shows up. We usually avoid focusing on that topic because it can feel very "intense". The bump always shows up in bigger style again and again if you don't look at it carefully and take care of it by bringing awareness, courage and the willingness to explore the less known parts of your connection. Noticing, framing and talking directly about bumps helps awareness around these topics.

Metaskill:

Beginner's mind. Remembering the humbleness of not knowing.

Benefit:

You can improve or resolve problems faster by tracking bump in the road moments. Problem solving becomes easier. Also holding down and bringing attention to a moment or simply just naming it de-escalates tension and gives some sense of safety.

When to use:

Any time that you are working on relationships and communication, bump in the road moment tracking is important. Even if you are not "working" on relationships, bump in the road moments can guide you to be aware of what's going on in the deeper levels of your communication.

Exercise:

1.Please find an exercise partner

2. Have a 5 minute chat

3. Notice any big energy changes or potentially laughing together.

4. After five minutes discuss about bumps.

5.Have five more minutes of chatting.

6.Find the repeating bump and discuss.

Demonstration:

"Hi, John. I would like to develop my bump in the road moments tracking skills more. Would you be interested in exploring that also in an exercise with me?"

"That sound useful. Lets do it!"

"So, tell me about your living situation, John."

"Well, I am separating from my partner of three years and we have a house together, so it is quite difficult for me." There is a silence.

They each look around the room. Ann responds by "looking at the bright side" by suggesting that some space apart may bring them closer together in the future down the road.

John notices Ann changed the subject in a subtle way, but he chooses to agree with her.

During the uncomfortable pause in their conversation, John and Ann write this down as a bump in their chat. Ann noted that they laughed to break the silence.

Ann shares with John her noticing the pause of silence between them when hearing the word separation brought up by John, and John shares with Ann that he felt she may have changed the subject.

John asks Ann, "do you have close relationships with any of your ex's?"

"Some of them, but not all."

They don't know why, but they laugh, and the laughter was quite big. After big laughing their conversation went to friendship. John felt that it was a slightly artificial conversation route.

Ann says, "Did you recognize that the first and second conversations had the similar bumps being around relationship?"

 Jon laughed!

Edge work

--- Identifying Edge --- working on edge to dream together. Learning to recognize the changing points in relationships. ---

What is an edge?

Edge is the area of change, transformation and integration. The edge is a "mountain" between secondary process and primary process. Usually you will find lots of "double signals" around the edge. Most people find it uncomfortable to be near to their own edge. They will say things like "I can't do it," and may experience body symptoms like their face becoming red. The flow of relating can change suddenly or become stuck or blocked.

Primary process is something close to awareness. People can usually easily identify what their primary process is. People usually express their primary process very clearly and directly in a normal way. The primary process needs to be respected for sustainability. If it is respected too exclusively however, then change becomes difficult.

Secondary process is something far from primary process. People often recognize the secondary process as something troubling, weird or unknown. The secondary process can seem to people to be something outside of their direct control. It can be unintended or dreamlike. Noticing and framing secondary processes is important to maintain holistic conscious relationships.

When people get close to their edge, they will start changing the subject, their thinking becomes foggy, they feel tired, and they repeat themselves in the same topic. Sometimes giggling or jokes will occur around edge topics .

The edge is different from negative feedback. Negative feedback can lack energy or sometimes people can just clearly say "no" without double signal.

Edge feedback still has lots of energy behind it. Edge feedback will also often contain double signals. Vivid movement may also be expressed in edge feedback. People will also change the subject in an abrupt or almost unconscious way.

Theory:

Change or new things are sometimes exciting, sometimes uncomfortable. Edge is referred to as the mountain area of transformation and integration of secondary and primary process. Edges need to be carefully held down; otherwise, they slip out easily. In order to hold the edge, the primary process needs to be embraced pretty firmly. It is helpful to acknowledge the difficulty that is found around the edge. You can try to get the other side to go over their edge three times. If it does not work, you must stop pushing, and you can do inner work and go over your own edge. You can go over your edge by first catching and recognizing what your edge is. There are many ways to go over your edge. One example would be to verbalize your difficulty to your partner in going over your edge before doing so, to let them know it may be confusing and prepare them. If you don't allow the secondary process to unfold consciously, it will come back again and again in many different forms, for example: in dreams, body symptoms, relationship issues etc. When one person goes over their edge, it is a good idea for the other person also to go over their edge. Because when only one person puts effort to express something new, the connection system becomes unbalanced. There are two typical edge patterns in a relationship system. The one style is when both side have same kind of edge. For example, both person are shy and have difficulty talking about money. The other one is a relationship system that has an opposite edge. For example, one person has an edge to take the leadership role and the other person has an edge to be a follower.

Metaskill:

Beginner's mind. Everything is on the table; primary and secondary processes are all recognized. Attitude is detached as in a meditative mind state.

Benefit:

Changes, transformation and integration happen when you work on edges. You are able to connect more authentically.

When to use:

It is a good time to work on edges when you notice lots of double signals. Bumps in the road can also bring you into the awareness of your edges.

Exercise:

1. Please find an exercise partner.

2. Have an 8 minute chat.

3. Find incomplete edge process. For example, sentences which have not been completed.

4. Gently hold edge and support completion.

5. Talk about this exercise.

Demonstration

"Hi Bob. Do you have 15 minutes or so to help me develop my communication skill?" asks Max.

"I don't know. Is it going to be uncomfortable conversation?"

"Yes, somewhat, but I will support you through it, and I think it may improve our relationship."

"Okay. Sounds fine."

"Lets start by talking about the weather. It is spring time and it is a good time to go barefoot according to my acupuncturist." says Max.

Bob exclaims " I remember that we danced barefoot in the grass and it was unforgettable..." and then he went silent.

Max noted Bob's silence.

"Shall we talk about the weather between us?" Max said.

"We dance, but we also have a business relationship together. And I have been feeling that I give a lot of myself to our business but feel somewhat unsure of whether I am being be valued for my hard work," Bob shares.

" I see now how I have not been sharing my appreciation for your hard work lately. I couldn't run this business without you, and am so glad for our friendship. I hope knowing this will allow us to feel easier to dance together again. "

"Thank you, that sounds great. I already feel better."

"Wow, this exercise went way farther than I expected."

"Yea, it was pretty stretchy"

"But I like that we did it."

"Me too, thank you."

"You are welcome. Thank you too."

GLOSSARY

metaskill. The feeling attitude of how to use skill.

primary process. "Primary process refers to those experiences that are better known and closer to a person's sense of identity."(Diamond and Jones, 2004, p. 20)

processmind. "The deepest part of ourselves, associated with a part of our body and the power of an earth location. Just as the earth underlies all forms of human and natural events in the biosphere, the processmind is the dreaming intelligence and field that organizes all of our experiences; hence it is a key dimension all facilitators need to access. The processmind is a nonlocal 'oneness' experience and appears in dreams and reality as the diversity of things catching our attention and interest." (Mindell, 2010, p. 275)

rank. Many kinds of power and privileges.

secondary process. "Secondary process refers to those experiences that are further from a person's sense of identity."(Diamond and Jones, 2004, p. 20)

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