

Healing & Reconciliation Model (H&R)

Four parts of the H&R process:

1. **Empathy for “Receiver”** by “Author” of action stimulating emotional hurt/pain
2. **Expression of “mourning” by Author**
3. **Understanding: Expression by Author** of needs they were trying to meet by doing what did
4. **Restorative action.** Search for:
 - a. Requests/actions to further contribute to healing, reconciliation, forgiveness
 - b. Author finding more effective, less costly ways of meeting their needs

The Healing Role Play

I. Empathy for “Receiver” by person playing role of “Author”

A. Receiver expresses their hurt/pain to the Author, with the invitation to fully and freely express the emotional intensity in whatever way feels most helpful for the Receiver

B. Author stays in empathy until Receiver says they’ve said all they wanted to say. Author may want to ask the Receiver multiple times if there is anything else they want to say, and if they feel heard and understood as they would like. If they show hesitation we recommend staying with Part I.

II. Mourning by “Author”

A. “Would you like to hear from me now?”

B. Expressing “mourning”: If Receiver says s/he is willing, Author express sadness:

1. Seeing this other human being in pain, hurting
2. Seeing actions of Author having stimulated/contributed to this pain, hurt in another and their needs being so unmet
3. Author’s unmet needs seeing their action’s impact on Receiver

C. End on connecting request of how Receiver feels, such as “How do you feel hearing this?”: After you have expressed a piece of mourning, ask how the Receiver feels hearing the mourning. This may lead you back to empathy (Part I), before expressing more mourning. Cycle back and forth between Part I and Part II as needed.

III. Understanding: Author expresses needs trying to meet when did what did

A. “Would you like to hear what was going on in me when I did what I did?”:

1. If Receiver says “no” or seems in any way hesitant, then go back to Parts I - II
2. If Receiver says “yes” then express the needs you imagine the Author may have been trying to meet when they did what stimulated pain for the Receiver

- B.** End on connecting request for reflection. After Author expresses some needs trying to be met, end on connecting request of asking for reflection, something like, "Would you tell me how you heard what I just said so I can know how it came across?"
- C.** Express the needs you guess the Author was trying to meet and how they may have been feeling, *rather than the Author's thinking*. We have found that a more effective way to do this is to express the needs and feelings that arise in you as you play the role of Author rather than try to figure out intellectually what you think the real Author's needs might have been.
1. If expressing this triggers pain/reaction in the Receiver, go back to Part I
 2. As you express needs attempting to be met, also include mourning of how you wish you had known how to meet these needs in a way that would not have contributed to this hurt/pain

IV. Search for restorative action

- A.** Requests for specific action towards further healing and compassionate giving and receiving
- B.** Finding more effective, less costly ways for Author to get needs met
- C.** Agreements

Integration of H&R model with the Mediation Model (MM)

As part of a formal mediation, when one or both feel emotional hurt in relation to the other, the H&R model can be used to:

- Facilitate an H&R process between a Receiver and the actual Author
- Facilitate an H&R process that emerges during mediation
- Use the first 3 steps of H&R as an internal checklist for the mediator or explicitly with the parties during the mediation