

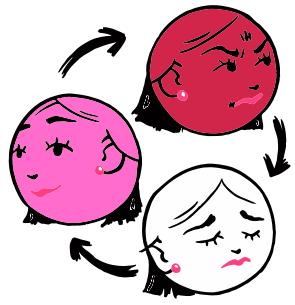


Affect Labelling



**How mediators can *listen*
through what parties 'speak'?**





**Affect Labelling means putting
feelings into words**





**In mediation, the mediator can practice
Affect Labelling on parties through
sentences like:**

- You think you could have been treated better
- You are feeling disappointed by X's behaviour
- You feel that you are neglected and unheard



Studies have shown that labelling emotions can help regulate and calm emotional responses

Matthew Lieberman et al.,
Putting Feelings Into Words



Because

**The Spotlight in Affect
Labelling is on Parties and
they feel:**

validated &

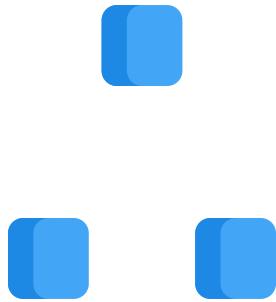
heard



It further leads to

**diminished responses to
negative emotional images in
the amygdala and other
limbic regions**





Through Affect Labelling

The mediator can overcome

perceived insincerity (by **avoiding** formulaic 'I' sentences - 'I hear you', 'I am understanding' etc.)

lack of emotional validation & its consequences



Unlike Active Listening (where
spoken words are important)

**Focus of Affect Labelling is on
reading between the lines by
observing:**

speaker's body language

facial expressions &

tone of voice



**Want to try Affect Labelling
yourself?**

**Label the emotion in each picture
in the collage that follows. Use
the word 'You' while addressing!**

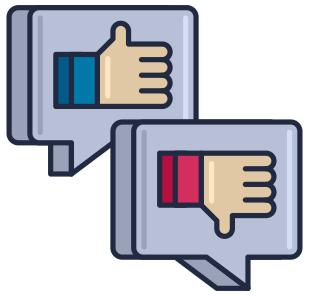
You are _____





**Advocates of Affect Labelling say
that it helps the mediator to not only
listen to what is said but also hear &
see what is unsaid.**





Do You Agree?





Let us know at:

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