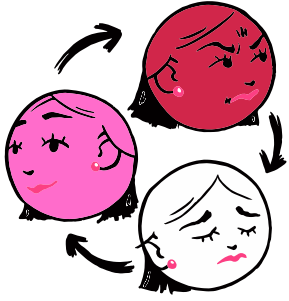




Affect Labelling

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



**Affect Labelling means putting
feelings into words**

IT'S
ALL
ABOUT
YOU



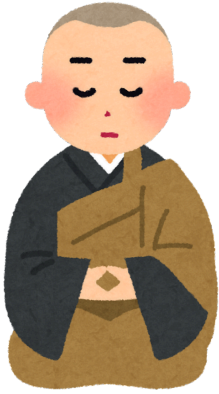
**In mediation, the mediator can practice
Affect Labelling on parties through
sentences like:**

- 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 &

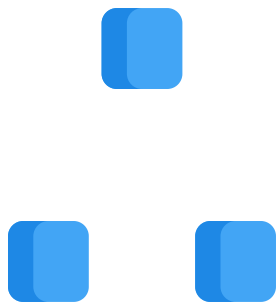
heard



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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