Problems – Dealing with Problems

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(Revised: 5th March 2014 by Nicola Neumann-Mangoldt)

FORMAT:
Whole group skill building process.
Duration: 45 minutes

PURPOSE:
1. Learn how to deal with problems and stay centered.
2. Learn the difference between point and field attention.
3. Learn how to act as a team.

SETUP:
- Needed: approx. 120 soft balls, 2 ropes .
- All balls are behind the rope line, at the feet of the participants.

INTRO / BACKGROUND:

INSTRUCTIONS / PROCEDURE:

PART 1:

1.1 Distinction about point and field attention
- Draw the map of point and field attention.
- Land the distinction:
  - Field attention is used e. g. for scanning a room or scanning a bubble. You can also split your attention. When you are sitting in a training space, you split your attention several times. You sit on the chair and pay attention to not fall down. At the same time you listen to me and have your eyes open.
  - You need point attention, when you want to cut something along a line or listen to somebody, or concentrate on something.
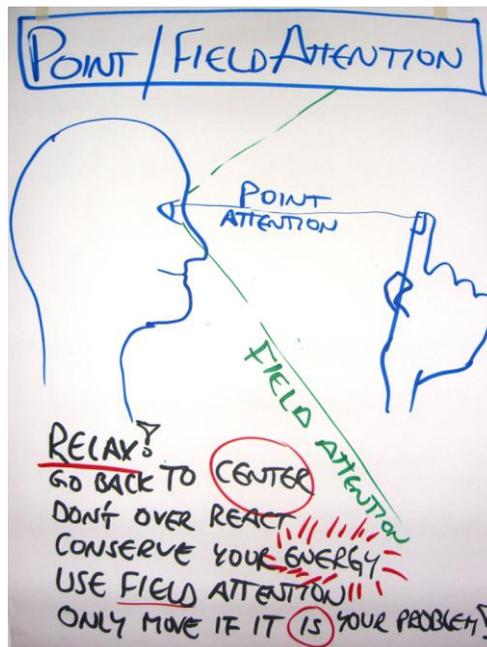
1.2 Exercise 1: Point Attention

- Trainer puts with an Edding pen a dot on one finger nail of each participant.
- 2 people build a team. All pairs spread in the room.
- Person A puts out the arm and concentrates on the dot while she is standing on one leg and keeps the balance.
- Person B uses the Gremlin to disturb person A intellectually as well as physically, however without touching person A. (approx. 3 minutes)
- Then switch roles.

1.3 Exercise 2: Field Attention
- Participants spread individually in the room.
- All put out their arms sideways so that they have both forefingers still in sight.
- Part oft he attention is kept on the forefingers. Then the participants turn around themselves.
- As trainer you pick a color and say „Now put your attention on the color red, while you keep turning. You scan for red.“
- Then the trainer chooses further colors for which the participants scan..
- Then sharing: „What did you notice?“

(Result: The color I put my attention on comes into sight)

For the following exercise you will need your field attention.

PART 2:

2.1 Demo: Dealing with problems
- One volunteer. All other participants are lined up behind the rope.
- As trainer you take one ball, approach the participant and land the following distinctions:
  - Here comes a problem. It is coming directly towards you (client might grab the ball)
  - Okay, let's do this again. Here comes a problem (the trainer moves the ball sideways so that it would not touch the person. Yet the client might grab it again)
  - Here comes another problem (trainer moves the ball towards the knee of the client)
  - Here comes another problem (trainer moves the ball towards the shoulder of the client)
  - If the client does the same over and over again, the trainer gives feedback to try something else. Ask the client whether this is the way he usually handles problems in his life..
  - In case the client doesn't grab the ball at all, the coaching would e. g. "You are hit by the problem. You are playing victim. Does this sound familiar in your life?
  - If the person goes completely out of the way although it is only a small problem, the coaching could be: „You are completely going out of the house and have your whole attention on the problem, although it is only small. You are over-reacting. Does this over-reacting cost you a lot of energy and health in your life?
  - Repeat this process with the person 10 to 15 times. That means you give the person 10 to 15 problems and coach them accordingly.

  - Further coaching could e. g. be:
    - You are moving too fast / hectic.
    - You are moving too early.
    - You are moving too late.
    - You use too much of your energy.
    - You keep looking at the problem after it has already passed you and are thus hit by the next problem.
    - You still focus on the problem with your eyes and don't see the next problem coming.
    - Use your field attention.
    - Go back to center.

 - Ask the rest of the team to coach the person, too.

2.2. Problem Exercise with balls – Part 1

- Now go back to ball exercise.
- For this exercise the participants need their field attention.
- Put 3 people next to each other with a certain distance in between so that they can move freely.

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——————————————————— ROPE

TEAM

- The rest of the team lines up behind the rope (approx. 3 to 4 meters away) and starts throwing the balls to the clients. Coach the team to not use their gremlin but to throw the balls in an intelligent way so that the clients are sometimes hit and sometimes not. This is about coaching the reactions of the clients how they are dealing with problems. The clients have to avoid the problem, not in a hectic way, but instead centered and smoothly flowing
- Trainer coaches the clients and also asks the team to coach.
- Each round lasts approx. 3 minutes. Then switch roles until everybody has been client.

2.3. Problem Team Exercise

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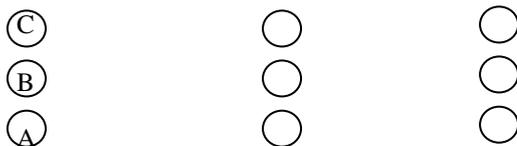
——————————————————— ROPE

TEAM

- 3 teams with 3 clients.
- In each team people line up one behind the other.
- Person A is team leader and has to avoid the problems. Person B + C follow exactly the movements of person A.
- The rest of the team again lines up behind the rope and throws balls.
- Then switch within the team. Person A moves to the last position, person B becomes team leader, person C stands in the middle.
- Trainer also coaches while people are switching positions. E. g. somebody could be hesitating to take the front position and be team leader, or gives the center away.
- Then second switch. Person C becomes team leader, person B takes the last position, person A stands in the middle.
- Each round lasts 3 minutes.
- Then new teams are put together until all participants have gone through all roles.

DEBRIEF:
Do a sharing round with participants about what they experienced and learned.

HINT:
Problems often times cause anger in employees, especially when several employees are involved in a project and it is not clear who takes responsibility for what. You can also use the softballs to do rage work in a company. E. g. you can have one or several employees throw the balls against the wall and make them express their anger at the same time. Each time they throw a ball they say "I feel angry, because…" Then the trainer does completion loops so that they feel they have been heard.