

## COACHING THE ENEMY IMAGE PROCESS HANDOUT

*Preparing to respond to a conflict situation/difficult conversation*

1. Starting the session: How are you? What would you like to work on today? They say they are angry, frustrated, upset with someone in their lives.
2. I introduce the Enemy Image Process (calling something like a Preparing to Respond to Conflict process), explaining the 3 parts and asking if my client would like to try it? If I can, I get them a handout to look at of the process, as well as a Feelings/Needs sheet and/or cards.
3. Moving into Part 1 of the process (Empathy for Self), I focus on cycling between OFN, pointing out the distinctions I hear in what they're saying, and asking them questions about what they are aware of in what they are saying and how they understand OFN. (See my audio/video recording for examples of how I do this)
4. When they say they are settled into connection with their needs, and no more thoughts and feelings are coming up to empathize with, I ask if they would like to try moving to Part 2. At this point I ask them to check with their body to see if the answer is yes or no (here revisiting the Request vs. Demand distinction). If there isn't a clear yes, we could stay with Part 1 for a while longer, again cycling through OFN for self. (See the audio/video for how I talk about this transition, and why they would want to empathize with the other)
5. If there is a yes, then we move into OFN for Other. As we are working with Part 2, this may trigger more reactions in my client, indicated by them starting to talk about their own thoughts and feelings again, and not being able to completely stay with understanding the other's experience. If so, I ask if they noticed this, and would they like to go back to Part 1.
6. So, there may be this cycling, flowing, dancing back and forth between Part 1 and Part 2.
7. When the client says they feel compete with both parts, I ask if they'd like to try going into Part 3.
8. I like to think of Part 3 as consisting of 3 components — learn, plan, practice. I say that it's about discovering new possibilities that may now be available that weren't before. And it is essentially about making requests of self and coming to an inner agreement about a plan of action.
9. For the Learn component, I ask them if now, after having experienced the empathy and connection from doing Parts 1 and 2, what is different, any new learnings, insights, perspectives, etc.?
10. For the Plan component, I ask questions that help fill out the details and steps of a plan of action to meet the various needs and circumstances of the situation. When, where, how?

**JOHN KINYON**  
EMPATHY • MINDFULNESS • COMMUNICATION

[www.JohnKinyon.com](http://www.JohnKinyon.com)

11. The Practice component, particularly if the plan is about having a difficult conversation with the other person, can be supported by use through a number of different processes:
  - a. EIP role plays
  - b. Intensity Practice and Exercise
  - d. 3ChairsProcessforDifficultConversations