



Tools for Successful Outcomes in Mediation

Who Are We

Perspectives
Interests
Values

What We Do

Hearing vs. Talking
Responding vs. Reacting
Exchanging vs. Conceding
Respecting vs. Encroaching

What We Avoid

Criticism
Judgment
Accusations
Blame
Descriptions
Assumptions

STAYING IN YOUR OWN BACK YARD



His

- Autonomy
- Safe Space
- Express perspectives
- Articulate feelings
- Ask questions
- Obtain information
- Seek analysis
- Explore options
- Determine value
- Formulate proposals

Hers

- Autonomy
- Safe Space
- Express perspectives
- Articulate feelings
- Ask questions
- Obtain information
- Seek analysis
- Explore options
- Determine value
- Formulate proposals