## Five Steps in Negotiating

### PERSON A

| STEP 1 Think | Step 1 | What do I want most? | What do I want least? | What is okay with me? |
| Step 2 Listen | Step 2 | What does the other person want? | What does the other person want? |
| Step 3 Make an Offer | Step 3 | What solution will I offer? | What solution will I offer? |

### PERSON B

| Step 4 Stop and Think. Evaluate | Step 4 | Stop and think. Does either solution make the situation better? Write down the solution you agree on. |
| Step 5 Agree and Act! | Step 5 | If the two of you agree to the solution, sign below and act on it. |

**ASK FOR HELP** if you need it. Who could I ask?
The Mediation Process

Introductions and Ground Rules

• Introduce yourselves and explain your role as mediators.
• Have the disputants agree to four ground rules:
  1. listen without interrupting
  2. speak respectfully – no name-calling or put downs
  3. agree to tell the truth
  4. agree to try hard to solve the problem
• Explain that you will keep everything said during the mediation confidential.

Telling the Story

• Ask disputant #1 to tell what happened.
• Summarize what was said.
• Ask disputant #1 how he or she feels about what happened.
• Summarize the feelings.
• Ask disputant #2 to tell what happened.
• Summarize what was said.
• Ask disputant #2 how he or she feels about what happened.
• Summarize the feelings.
• Ask if either disputant has anything more to add.
• Summarize the problem.

Finding Solution

• Ask disputant #1 what he or she can do to solve the problem.
• Ask disputant #2 what he or she can do to solve the problem.
  • Summarize the solutions.
  • Get agreement to a solution from both disputants.
  • Ask disputant #1 what he or she would do differently if this problem happened again
• Ask disputant #2 what he or she would do differently if this problem happened again.
  • Congratulate the disputants for solving their problem.
  • Fill out the report form.

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