

Five Steps in Negotiating

PERSON A

PERSON B

STEP 1
Think

• • • What do I want most?
What do I want least?
What is okay with me?

• • • What do I want most?
What do I want least?
What is okay with me?

STEP 2
Listen

• • • What does the other
person want?

• • • What does the other
person want?

STEP 3
**Make
an Offer**

• • • What solution will I
offer?

• • • What solution will I
offer?

STEP 4
**Stop
and Think.
Evaluate**

• • • Stop and think.
Does either solution make the situation better?
Write down the solution you agree on.

STEP 5
**Agree
and Act!**

• • • 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?

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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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