

Tips From A Mediator  
Presented by Jennifer Knauer  
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Guidepost # 1:  
SELF CHECK

What is the story you are telling yourself about this situation?

What is your current ability to be present (mindful)?

What are you available for in this moment?

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Guidepost # 2:  
STRUGGLE TO UNDERSTAND

Struggle to understand. What is the person saying *about themselves*?

Then Say It.

What is important to them?  
What are they trying to accomplish?

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**When mediators reflect – or restate what someone else is saying – they are doing two things:**

- 1. Using neutral language.** Filter out characterizations that are usually built-in to the things people say about each other when they are in conflict.
- 2. Reflecting Interests.** Acknowledge what is important to the speaker.

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**Mediator Tool: "Reflecting Interests" - Definition**

**Reflect** Restate what the person is telling you...

**Interests** ...about what matters to them and why.

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**Mediator Terms 101 - A Crash Course**

**Positions** The demands that a party makes in a negotiation.  
Examples: "Be quiet!" "The price is \$100." "Stop talking about me"

**Issues** What the parties are there to negotiate.  
Examples: Behaviors / Actions, Things, Procedures.

**Interests** The party's underlying needs.  
Examples: Ability to rest. Financial Security. Protecting one's reputation.

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<b>Positions</b>	“My solution to the problem”
<b>Issues</b>	“What I am trying to figure out”
<b>Interests</b>	“What is important to me” (hopes, needs)

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*Reflecting Interests means filtering out details & explanations in order to focus on acknowledging what is critical to the speaker.*

<b>Positions</b>	<del>“My solution to the problem”</del> <del>Opinions, characterizations, explanations</del>
<b>Issues</b>	“What I am trying to figure out”
<b>Interests</b>	“What is important to me” (hopes, needs)

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Guidepost # 2:  
STRUGGLE TO UNDERSTAND

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Struggle to understand. What is the person saying *about themselves*?

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Then say it. Reflect interests when possible, not positions.

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