

***30-HOUR GENERAL
MEDIATION SKILLS TRAINING***



INSIGHTS AND FEEDBACK



CAUCUS/PRIVATE MEETINGS



INTERESTS, ISSUES AND POSITIONS

Issues



Interests



Positions



TECHNOWORKS IDENTIFYING INTERESTS

PLAY



WRONG RHYTHM



STEP 3: IDENTIFYING AND FRAMING



IDENTIFYING ISSUES: TOOLS OF THE MEDIATOR



FRAMING ISSUES



FRAMING: FOCUS, PERSPECTIVE



FRAMING: SCOPE



FRAMING: CONNECTION/TIMING



FRAMING: CLARITY



MAMA GRECO'S EXERCISE



ISSUES

- How to keep children safe and maintain the neighborhood aesthetics
- How to meet the needs of customers



ISSUES

What is a parking solution that will allow the restaurant to grow its business while allowing the residents to continue to feel safe.



ISSUES

- Whether or not to build the parking lot
- How to guarantee that the parking lot is constructed in a way that preserves the quaintness and safety of the neighborhood
- Whether and how a parking lot expansion can be accomplished without unreasonably harming the quaintness/quality of the neighborhood for the residents



ISSUES

How to meet the needs of growing businesses and maintain the character of our community



ISSUES

- How to guarantee the safety and quiet nature of the community
- How to meet the parking needs of the community
- How to support the development of the retail district for the community



ISSUES

Encourage the vitality of the neighborhood

Manage parking and traffic flow

What should variance look like – a mutually agreeable
variance



QUESTIONS THAT IDENTIFY INTERESTS



SURFACING INTERESTS



STORMS AND SCREENS



STORMS AND SCREENS EXERCISE

The Building Maintenance crew for the City of Fudpucker consists of five skilled handy persons: a plumber, an electrician, a carpenter, an HVAC specialist and a horticulturist. It's a non-union shop.

Hale is in charge of the crew of five. Hale's been with the City for years and has been the supervisor for 10 yrs. Wilson is the carpenter. Wilson's been on the job for 2 ½ yrs.

The city has always had a policy of having three undesirable, routine jobs at City Hall done by employees with the least seniority: cleaning the fishpond, cleaning the gutters, and changing the storms and screens. City hall has 15 windows on the 1st floor and 15 on the 2nd floor. Wilson, having the least seniority, has had the task of changing the windows since starting to work for the city.

There are no newer employees and now there is a hiring freeze. It's time for the windows to be changed, and Wilson has refused to do this job again.



STEP FOUR: OPTIONS

GENERATE



EVALUATE



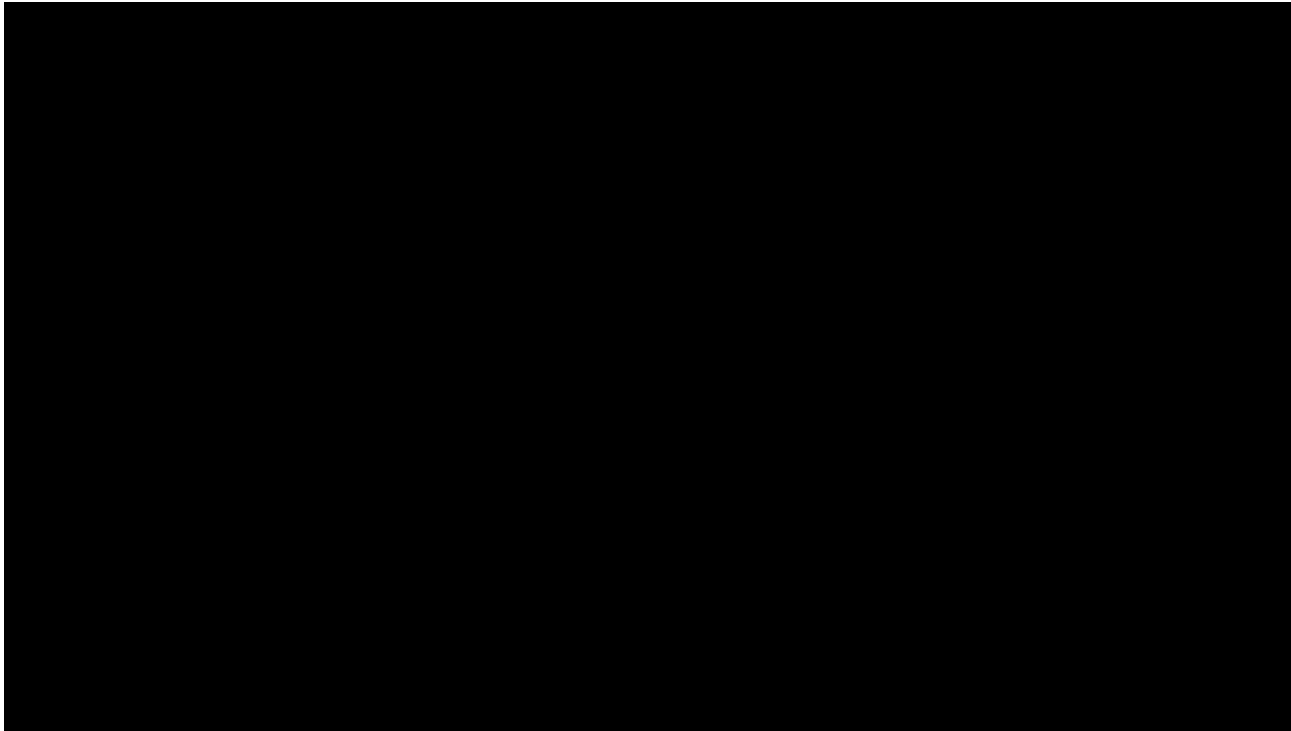
TECHNOWORKS (SOME TIME LATER) OPTIONS



COACHING AND HELPING THE PARTIES MAKE OFFERS



THE PSYCHOLOGY OF PERSUASION



Influence by Dr. Robert Cialdini

GOODWILL VS. CUREM



EVALUATIONS AND CLOSE

