

# STEP 3: IDENTIFYING AND (RE)FRAMING

- Re-framing
  - Reframing is an intentional redefinition, emphasis, re-contextualization or retelling of some part or parts of the conflict – without changing the story elements (ADR Times)
- Identifying Issues
  - (Gather data, understand goals for all participants first)
  - Issues are what needs to be discussed – the agenda for mediation



# REFRAMING

*The art of reframing is to maintain the conflict in all its richness but to help people look at it in a more open-minded and hopeful way.*

(mediator/professor/therapist Bernie Mayer)

The participant is the author: “X is bad!”

The mediator is the storyteller and tells the story so that others can hear it. (Check in with participants that your reframing is acceptable.)

## REFRAME

“X has a different perspective”

OR “X has concerns”

OR “There is a need for more conversation”

OR “X has needs”

# IDENTIFYING ISSUES: TOOLS OF THE MEDIATOR



What do you hope to accomplish today?

Say more about that ...

If you got X, what would that mean to you?

What else is important to you?

If you cover X, Y & Z, will your needs be met?

Would you be willing to discuss this in smaller pieces? (If so,) how do you think we can split the issues?

# FRAMING ISSUES



Allow for creativity

Frame after all  
perspectives have  
been heard

Watch for “buzz” words

Use neutral language

In terms of search for  
common solutions

In light of the future,  
not the past