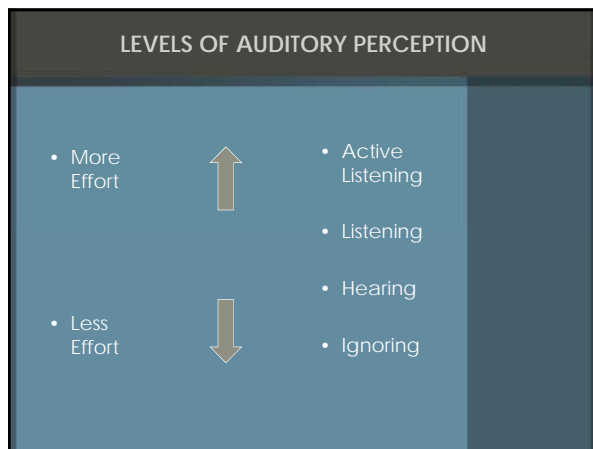


- ### People You May Encounter In Mediations
- **THE BLOCKER**
    - Conscious or unconscious behavior
    - Focuses attention on him/herself
    - Makes continuous objections
  - **THE AGGRESSOR**
    - Deflates others' status
    - Attacks the group or its values
    - Wants his/her own way on every issue
  - **THE AGENDA HIDER**
    - Wants to achieve specific (Hidden) result
    - Uses superficial reasoning
    - Lack of openness and honesty

- ### People You May Encounter In Mediations
- **THE JOKER**
    - Jokes, Teases
    - Displays disruptive behavior
  - **THE DOMINATOR**
    - Always wants last word
    - Creates annoyance and fear in other members
  - **THE AVOIDER**
    - Strays from subject
    - May pursue unrelated special interests
  - **THE HELP SEEKER**
    - Uses group to solve his/her own problems
    - "While I've got you here . . ."

- ### PURPOSE OF ACTIVE LISTENING
- **Why is it so important for a Mediator to listen?**  
Good listening skills enable a Mediator to exercise the following techniques:
    - **Encouraging and validating** — to show interest and to keep the parties talking. To show them that you appreciate their position. ("I see")
    - **Restating** — To confirm the facts by saying them in a slightly different way. ("In other words...")
    - **Reflecting** - To let the parties know you understand their feelings. ("You feel that...")
    - **Summarizing** — To pull the story together and promote further discussions. ("These seem to be the main points covered...")
    - **Clarifying** — To enable the Mediator to ask appropriate questions so that everyone can have the same understanding of what the issues are that need to be resolved. ("Could I ask a few questions to clarify in my mind?")



### POINTS FOR THE MEDIATOR

- **ACTIVE LISTENING RULES:**
  - Put yourself in the other person's place to understand what the person is saying and how they feel.
  - Show understanding and acceptance by nonverbal behavior:
    - tone of voice
    - facial expressions
    - gestures
    - eye contact
    - posture
  - Restate the person's most important thoughts and feelings.
  - Do not interrupt, offer advice or give suggestions *unless solicited*.
  - You may or may not bring up similar feelings and problems from your own experience.

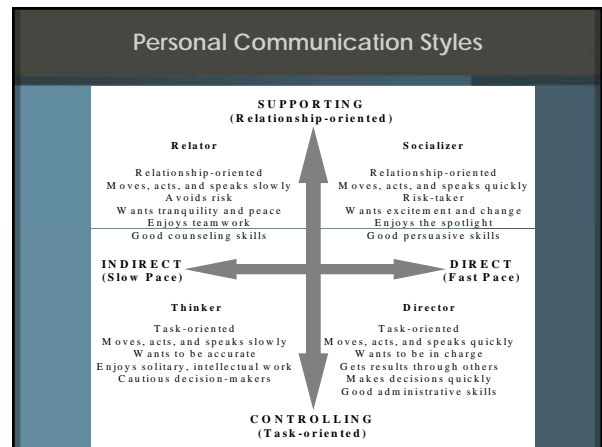
### Suggestions for Effective Listening

- Stop talking!
- Put the talker at ease.
- Show a talker that you want to listen.
- Remove distractions.
- Empathize with talkers.
- Be patient.
- Hold your temper.
- Go easy on argument and criticism.
- Ask questions.
- Stop talking!

### Directive vs. Responsive

The big difference between a mediator with a responsive orientation and one with a directive orientation is that he or she will **RESPOND** to the parties rather than **DIRECT** them.

<p><b>DIRECTIVE</b></p> <ul style="list-style-type: none"> <li>closing</li> <li>controlling</li> <li>forcing</li> <li>leading</li> <li>ordering</li> <li>pushing</li> <li>telling</li> </ul>	<p><b>RESPONSIVE</b></p> <ul style="list-style-type: none"> <li>opening</li> <li>supporting</li> <li>inviting</li> <li>following</li> <li>encouraging</li> <li>welcoming</li> <li>listening</li> </ul>
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### COMPASSION IN COMMUNICATION

- We don't stop being human just because we are in conflict.
- Listening - a gift - "I care/you matter." (Deep listening)
- Reduces resistance, shows respect, changes heart
- Difficult - we must restrain our own desire for attention
- Changes the person to whom you are listening

