Mediation Map

The Way from Disagreement/Conflict to Agreement/Cooperation

Disagreement

Red Zone

Stage:
Defining

Conversation task:

What matters to you?
- What's at stake?
- Your underlying interests?
- Your context/frame?
- Needs vs. wants

Yellow Zone

Stage:
Exploring

Conversation task:

What might work?
- Ideas
- Options
- Solutions
- BATNA's

Green Zone

Stage:
Deciding

Conversation task:

Our plan for the future:
- Who, what, when, how, for how long, under what conditions, with what support, etc.

Agreement

Win-Lose thinking
"Me against you"
Focus: Our differences
Confrontation Phase

(((**Breakthrough**)))

Both-Gain thinking
"Us against the problem"
Focus: Our commonalities
Conciliation Phase

Conflict Mountain

Start → Finish

Progress rightward as we can, regress leftward as we must to complete unfinished tasks.

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