

Learning rule: you mediate an emotional conflict between two people by ...

- (1) *meeting with each of the conflicting parties separately to listen to their version and calming down their emotions*
- (2) *assessing whether or not there is sufficient willingness to find a solution and, if so, organising a meeting letting each party give their version in turn, and asking whether the other party agrees*
- (3) *asking everyone to give their thoughts and feelings on these matters*
- (4) *assessing whether or not the parties can understand each other's thoughts or emotions*
- (5) *asking for suggestions to resolve the conflict;*
- (6) *making agreement*
- (7) *checking on the situation from time to time*

CLARIFICATION/DETAILS:

(1) Meeting with each of the conflicting parties separately to listen to their version and calming down their emotions

- *"I'd like to understand why you are in conflict with X. I'm going to ask X the same question and listen to his/her side of the story."*
- *(At the end) "What I'd like to know now is whether you are prepared to work towards a solution? I'll play the part of the (neutral) mediator."*

(2) Assessing whether or not there is sufficient willingness to find a solution and, if so, organising a meeting, letting each party give their version in turn, and asking whether the other party agrees

- *"I suggest that each party gives his/her version of events in turn. The other party can listen and then say where he/she is agrees."*

(3) Asking everyone to give their thoughts and feelings on these matters

- *"You've heard his/her version. What's your reaction?"*

(4) Assessing whether or not the parties can understand each other's thoughts or emotions

- *"Can you say to what extent you understand each other's thoughts and emotions?"*
- *"Do you understand why the other person thinks like that?"*
- *"What's still unclear or difficult to understand regarding the other person's point of view?"*

(5) Asking for suggestions to resolve the conflict

- *"Now what's gone wrong, let's see what we can do to resolve the conflict. What do you suggest?"*

(6) Making agreements

(7) Checking on the situation from time to time

