❖ 5-Step Mediation Model (MM) and 9 Skills

A. The 5-Step Mediation Model (MM) with 2 phases (connection and resolution)
   1. Person A expresses to person B, and mediator reflects empathy to A.
   2. Mediator asks B if they would tell A what they heard, including the needs. Mediator tracks if needs get reflected and reminds B if not.
   3. Person B expresses to A, and mediator reflects empathy to B.
   4. Mediator asks A if they would tell B what they heard, including the needs. Mediator tracks if needs get reflected and reminds A if not.
   5. Mediator facilitates solution requests and agreements.

B. Nine Mediation Skills (NVC)
   1. ***Empathy*** – presence, silent empathy, understanding, need language
   2. ***Connection Requests***
      a. "Would you say what you heard?"
      b. "How do you feel about what you heard?"
   3. ***Pulling by the Ears*** – mediator re-requests disputant to say back what they heard when disputant self-expresses or says back other's judgments but not understanding or needs
   4. ***Emergency (1st Aid) Empathy*** – when a disputant has been asked to say back what they heard the other say and is too triggered to do it
   5. ***Tracking*** – where mediation is in terms of the 5-step process
   6. ***Interrupting*** – when disputant(s) are speaking in ways mediator assesses are detracting from the process
   7. ***Self-Empathy*** – mediator gives empathy to self during mediation
   8. ***Self-Expression*** – mediator expresses to contribute to the mediation
   9. ***Solution Requests*** – specificity of action(s) linked to needs, request vs. demand, interdependence vs. dependence and independence
      i. ***Need Behind the No (NBN) process***
         1. Clarify request and needs of person A
         2. Empathize with needs behind person B's "no"
         3. Ask B for a new request that seeks to meet needs for both, or ask A.
      ii. ***Three Types of Agreements***
         1. Main – what you mutually agree to do between you
         2. Supporting – agreements of what to do to support main agreements
         3. Restoring – agreements of what to do if main agreements not kept