## **Mediation Map**

The Way from Disagreement/Conflict to Agreement/Cooperation

**Red Zone** Yellow Zone **Green Zone** Stage: Stage: Stage: **Defining Exploring Deciding** Conversation task: Conversation task: Conversation task: Agreement greeme What matters to you? What might work? Our plan for the future: • What's at stake? Who, what, when, how, • Ideas Your underlying interests? Options for how long, under what Your context/frame? Solutions conditions, with what Needs vs. wants • BATNA's support, etc. Win-Lose thinking "Me against you" (((Breakthrough))) Focus: Our differences Focus: Our commonalities Confrontation Phase Conciliation Phase **Conflict Mountain** Finish Progress rightward as we can, regress leftward as we must to complete unfinished tasks.

Start

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