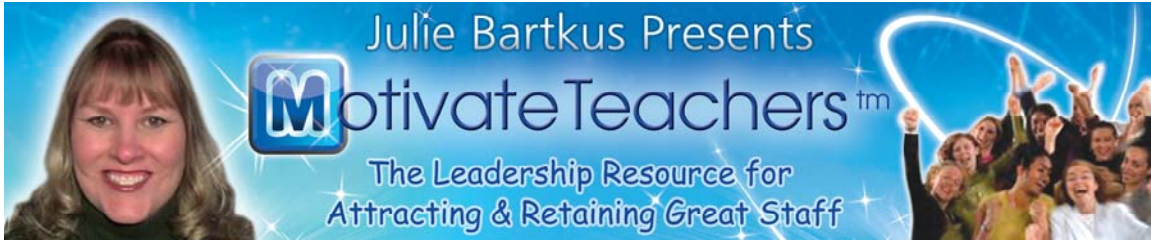


Mediation Strategies

Ending Feuds and Building Connections

1. On average leaders spend _____ to _____ % of their time dealing with workplace conflict.
2. I spend _____ % of my time each week dealing with conflicts and issues I wish staff could handle on their own.
3. Mediation is defined as:

4. Leaders can be effective mediators in all situations.
 True False
5. Signs that will help me identify when an outside mediator is needed include:
 - a) _____
 - b) _____
 - c) _____
 - d) _____
6. 5 keys successful mediators possess include:
 - a) _____
 - b) _____
 - c) _____
 - d) _____
 - e) _____



Mediation Strategies

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7. 5 time-tested proven methods to facilitating a successful mediation include:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

8. As the mediator I want to present a workable solution and get both parties to buy into that solution.

- True False

9. Deflating heated emotions can be one of the toughest situations to overcome when working on a resolution to a conflict. The great news is - it can be accomplished when both parties are willing to _____ for what they may _____ to create the _____.

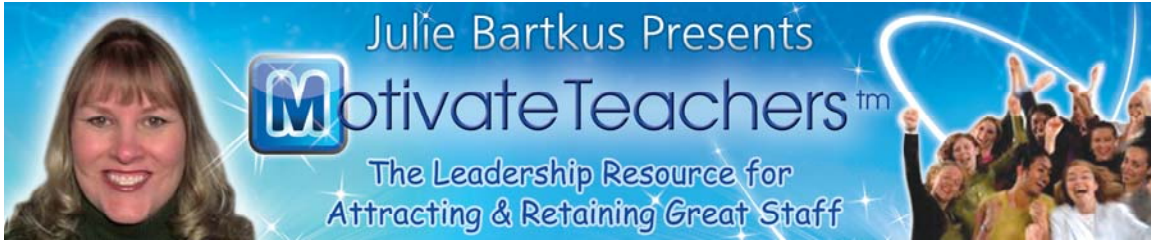
10. Important phrases I may need to interject to help resolve conflicts include:

11. To sit down and effectively resolve a conflict can take up to _____ hours.

12. The biggest mistake leaders make with mediation is not _____.

13. If the two parties in the dispute begin speaking, the conflict will work itself out.

- True False



Mediation Strategies

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14. Here are 4 situations that may prevent me from being an effective mediator:

- a) _____
- b) _____
- c) _____
- d) _____

15. These situations are important because they may prevent me from being viewed as _____ and _____.

16. Hiring an outside mediator may be necessary at times. Here are 2 ways to find a mediator in my area?

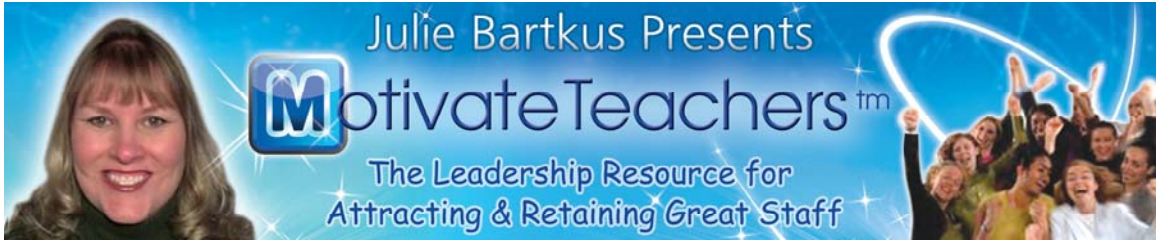
- a) _____
- b) _____

17. I should keep in mind these 3 things when interviewing a mediator I'm thinking about bringing in to help me.

- a) _____
- b) _____
- c) _____

18. Letting conflicts go without resolution is something I should be very cautious of. Here's what can happen:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____



Mediation Strategies

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19. When employees tell me about an issue, I need to clarify if that issue is one they truly want to _____.

20. Employees may have other motives in mind when they bring an issue to me including:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____

21. Venting is a form of _____ and _____ communication.

22. Venting is constructive and healthy when it:

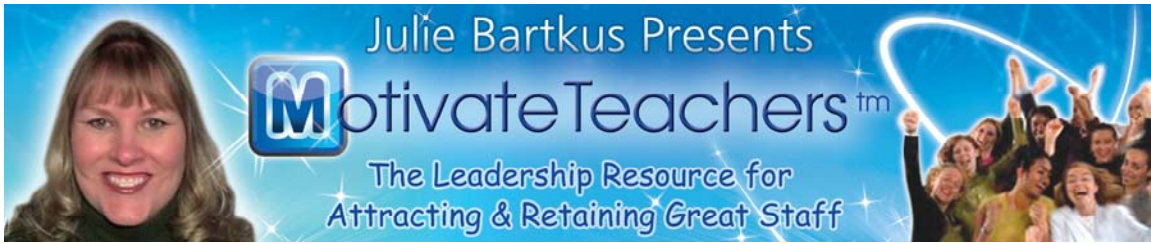
- a) _____
- b) _____
- c) _____

23. A great tool to vent constructively is to _____.

24. There are 10 magical steps to help end feuding and build positive connections when 2 people in conflict are ready and _____ to focus on a _____ solution.

25. These ten steps include:

- 1) _____
- 2) _____
- 3) _____
- 4) _____



Mediation Strategies

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5) _____
6) _____

7) _____
8) _____
9) _____
10) _____

26. Listening skills are imperative when working towards a resolution. Someone may feel like they're not being listened to if my _____ communicates a negative message.

27. Good _____ includes:

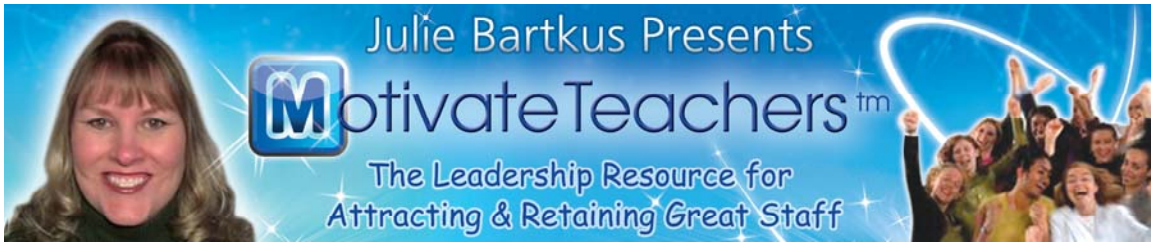
a) _____
b) _____
c) _____
d) _____

28. I should let my employees develop their own process for resolving issues.

True False

29. Children in my program can be impacted by tension and stress caused by unresolved conflicts. Impacts can include:

a) _____
b) _____
c) _____
d) _____



Mediation Strategies

Ending Feuds and Building Connections

30. Mediation should serve as a form of therapy for employees.

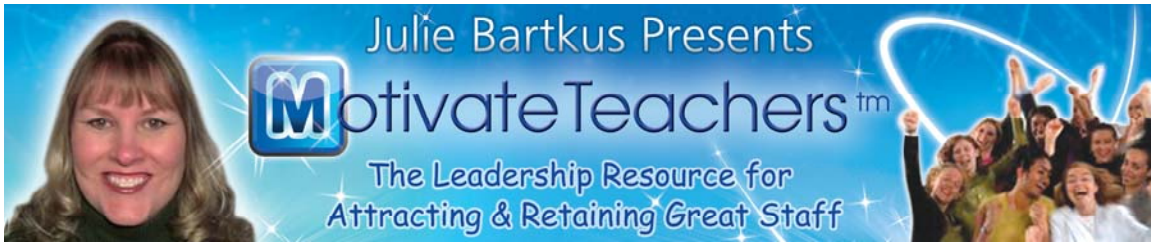
- True False

31. One successful outcome of mediation is an _____. Here 3 keys to knowing whether it's a good one or not:

- a) _____
b) _____
c) _____

32. If the behaviors that lead to conflict continue after an apology is made, important points to keep in mind include:

33. An effective resolution may simply result in an agreement to _____.



Mediation Strategies

Ending Feuds and Building Connections

Quotes to remember from this audio program include:

Sometimes people just want to be heard.

With every human conflict, somebody feels dismissed, discounted, disenfranchised or disrespected and typically both of them feel that way.

It is best to resolve a conflict as soon as we recognize there is an issue to be resolved.

If the relationship is important, and workplace relationships are important, then it may be the right thing to do, to hire a mediator rather than lose a valued employee.