

CRITICAL JUNCTURES IN CROSS-BORDER MEDIATION...

Toolkit Board Game



TOOLKIT COMPANY

Merging science & commercial practice

ISBM workshop by
**Jeremy Lack &
Manon Schonewille**

Which tools are in the toolkit of the mediator?

Manon Schonewille

The toolkit of the mediator

Worldview

(inter)cultural aspects

(Active) listening

Future

Summary

Paraphrase

Ground rules

Venue, participants

Acknowledgement

Reframing

Opening statement

Constituency

Creativity, expanding pie

Objective criteria

Cooperate with lawyer

Collaborate with co-mediator

Assumptions, perspective

Asking questions

Reality testing, NAN

Time / level

Mirroring

Brainstorming

Reflecting: content/ enlarging

Preparation

BATNA, WATNA

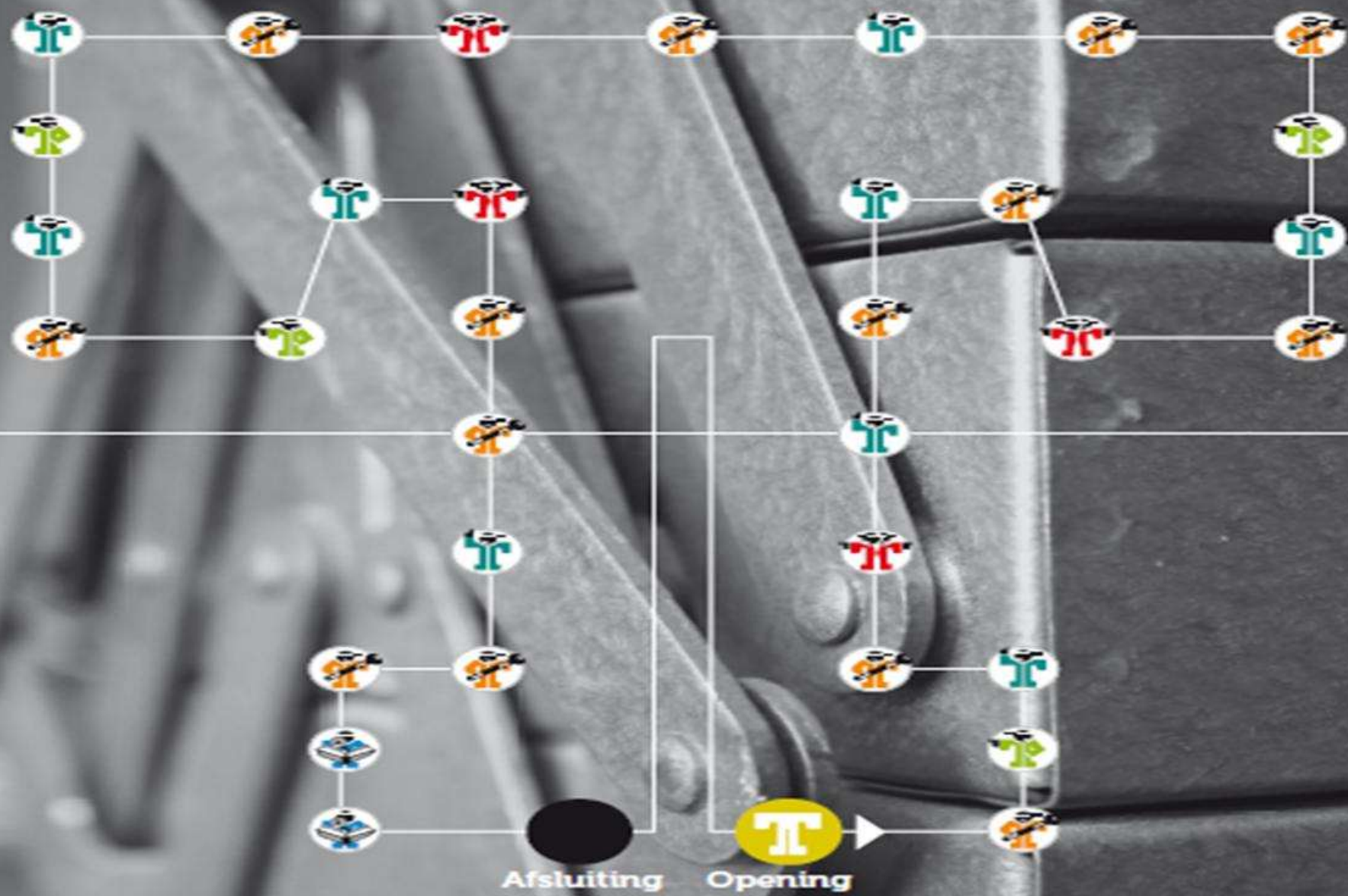
Interests

Caucus

Language

3

Making & Saving Deals



- Preparation phase
- Opening phase
- Exploration phase
- Option generation phase
- Negotiation phase
- Conclusion & post-mediation phase