

Anger in Mediation: Some things to do

1. Speak slowly.
2. Keep eye contact.
3. Take a deep breath.
4. Keep thinking, “We can find a win/win solution to this problem.”
5. Take time out to cool down.
6. Repeat and try to clarify: “Could you explain that to me again?” “It sounds like what you are saying is...”
7. Try not to use words that make conflict escalate: never, always, can’t, won’t, don’t, should, shouldn’t.
8. Appreciate each person’s point of view: “It sounds like this is hard for you.”
9. Ask open-ended questions: “Can you tell me more about what happened?”
10. Brainstorm! Remember, there is always more than one solution.