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Shake, Shuttle & Cajole: Seven Steps for Successful Mediators

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Shake, Shuttle & Cajole

Seven Steps for Successful Mediators

1. Arena of Assignment - *Understanding who you are: jurisdiction & authority*
2. Establishing Credibility - *Your reputation, pre-meeting communication, entry into the case and use of a first joint meeting...*
3. Venting - *Facilitate catharsis & successfully disarm - “Talk to me” - empathize, answer questions and connect!*
4. “Consequencing” – *Making the parties question their own position*
5. Mediator Vision of Settlement - *Seeing is by asking – “What If...?”*
6. Coming to the Agreement - *Inter/Intra team diplomacy and getting movement*
7. Keys to Closure - *Capturing & finalizing the Settlement*

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