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 - Summarizing

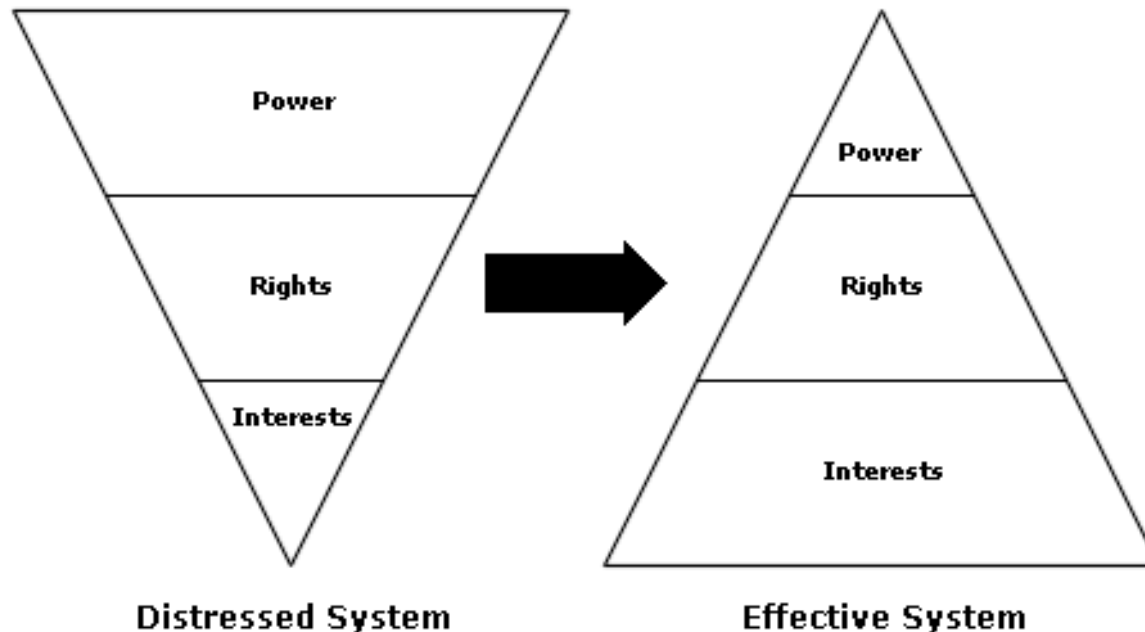
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- The mediator invites parties to tell their side of the story
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 - Stimulating different interaction patterns

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- Difficulties: stress, competition

Moving from a Distressed to an Effective
Dispute Resolution System



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 - Parties insist the other “see it their way”
 - Parties argue for positions or what “needs to be done”, facts, solutions”
 - Parties assume separate or mutually exclusive agendas
 - Strong emotions
- Own view on the situation

