

Questions to be answered or discussed with students in the interactive manner about Mediation Training Videos

Please answer or discuss in the interactive manner the following questions about each mediation training video. The aim of these questions is to encourage students to pay more attention to important mediation techniques and critical mediation moments in mediation process.

3. Commercial case mediation “No need to pay Ltd”

3.1. How can you characterize hand gestures of the mediator? (see 1:00 – 4:19)

3.2. How mediator reflects emotional status and interests of the parties? (see 16.50 – 17.52)

3.3. How mediator summarizes what the parties have told to each other and how the parties react to such summary? (see 17.53 – 18:33)

3.4. Why mediator chooses to write some particular topics on a flip-chart and why they are written in a particular order? (see 18.35 – 20:47 and further from 43:26 – 45:05)

3.5. Why the mediator is giving a compliment to the parties and what effect this technique has? (see 49:45 – 50:05)