



Skill 40: Mediation and Negotiation

Activity B: Strategies for Win-Win Resolutions

Vocabulary

Negotiation-

The reaching of agreement through discussion and compromise.

Mediation-

Is a negotiation process in which two or more people involved in conflict meet in order to work out a solution to a specific issue with the help of a neutral person (a mediator).

Arbitration-

The process of resolving disputes between people or groups by referring them to a third party, either agreed on by them or provided by law, who makes a judgment.

Adjudication-

A judicial decision, sentence, or decree.





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Conflict Grid

Sample Scenario

Mrs. Garcia (A) has recently moved with her family into an apartment building that has a laundry room for all tenants to share. The laundry room has three washers and three dryers for the ten apartments in the building, which has previously been adequate. Since Mrs. Garcia (A) moved in, the tenants (B) often have to wait several hours before they can use the laundry because Mrs. Garcia (A) has all machines occupied. They (B) suspect that she is doing the laundry of her relatives as well as her own. They (B) are no longer friendly to Mrs. Garcia (A) and sometimes make rude racial comments or empty her wash on the floor when she is not there.

List all possible solutions:

Conflict Grid	A wins	A loses
B wins	A wins –B wins	A loses-B wins
B loses	A wins- B loses	A loses- B loses

US Dept of State English Language Peace Education
<http://exchanges.state.gov/Forum/Journal/pea3activities.htm>



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Optional Homework

Measure the Cost of Conflict

Find a conflict in your life, the life of a friend or family member, or in the news. Take a moment to evaluate this conflict.

Brainstorm ideas with entire group or create small work groups.

What is it costing?	For the parties	For the community
1. How much suffering? (e.g. stress, anger, sadness, injuries, or deaths)		
2. Ho much money? (e.g. legal expenses, military costs)		
3. How much time does it take?		
4. How much damage to relationships? (personal, work, community)		
5. How much lost potential? (productivity, morale, opportunities)		
6. Other costs?		

How high a priority is it then for us to find a way to reduce those costs?

http://www.thirdside.org/faq_care.cfm