

Relationship Skills: Lesson 9

This lesson covers the formation of mediation relationship is formed by:

- The Mediator's invitation to enter the process with an open mind.
- The willingness of the parties to listen and be listened to.
- The requirement that the Mediation is conducted with respect and civility.
- The contextual and atmospheric de-escalation from conflict to conciliation.
- The principle that the parties are working together whether directly or indirectly to find a resolution.
- This lesson will also cover relationship skills which include building a rapport with the disputants, gaining trust and being empathic.

Credit Hours: 25