

Problem Solving Skills: Lesson 10

Problem-solving skills in mediation does not focus on the disputant's behavior. This lesson provides focus on the tools of the mediator and their ability to facilitate a resolution amongst the disputants using the seven steps for an effective problem-solving process.

- Identify the issues.
- Understand everyone's interests.
- List the possible solutions (options)
- Evaluate the options.
- Select an option or options.
- Document the agreement(s).
- Agree on contingencies, monitoring, and evaluation.

Credit Hours: 25