Mediators & Conflict Management Specialists

Clearing Up Misunderstandings

This is the third course in Facilitated Solutions' FOUNDATIONS OF CONFLICT RESOLUTION training program.

Misunderstandings are what keep every professional mediator employed. This session outlines a practical process along with a set of skills that you can use to quickly clear up misunderstandings and prevent the unnecessary persistence and escalation of conflict (pinch) moments.

Key Objectives and Outcomes:

- To understand the structure and anatomy of misunderstandings
- To learn how to use the perspective check process as a road map to clear up misunderstandings
- To develop awareness of the inner cognitive disciplines required to effectively use this approach
- To understand a set of variations of the process to use in different contexts and circumstances

Training Modules:

Each training module in this course consists of an engaging video presentation that overviews a key concept

or skill. Each training video has an accompanying resource page with questions for personal reflection. Students often like to download and print these to compile into a resource manual.

The course is capped off with a "Call to Action" module that challenges students to immediately apply and practice these new concepts and skills.

- 3.0 Introduction to Clearing Up Misunderstandings
- 3.1 The Perspective Check Process
- 3.2 Shift Judgment to Curiosity
- 3.3 Variations of the Perspective Check
- 3.4 Call to Action: Clearing Up Misunderstandings