

CONCILIATION PROCESS  
STEP 2  
1<sup>st</sup> JOINT SESSION

- Begin**                    *“We generally start with the person who brought the case.”*
- Claim**  
(if applicable)            *“So your Complaint states that you are owed \$\_\_\_\_\_ + \$\_\_\_\_\_ Court Costs. Is that Right?”*
- Ask**                        *“Please tell us what happened in 2 or 3 sentences.  
“You will have a chance to speak more in-depth when we meet with you privately.”*
- \* Let each person tell their story
  - \* Do not interrupt (not even to clarify) (do not interrupt silence)
  - \* If they tell too much, interrupt by summarizing
- Summarize**  
(After each party speaks)            *“So to you this is about...”        OR        “What you are saying is...”*
- IDENTIFY the Theme  
DON'T do a chronological summary  
DO summarize in 2-3 sentences  
DROP inflammatory language
- Check-in**                *“Is that right?”*
- Break**                    *“At this point we are going to take a break.”*
- Task**                     *“We want to ask you to think about what's most important to you.”*
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--- TAKE A BREAK ---