

CONCILIATION PROCESS
STEP 3
1st PRIVATE

ISSUES (a) _____ (b) _____ (c) _____

Welcome “Welcome back and thanks for waiting.”

Confidentiality “If there is anything you don't want us to share let us know.
Otherwise we will use the information to help you reach a settlement.”

Ask: “What's this been like for you?”

Relationship: “How do you know each other?”
“What are your thoughts about the future of the relationship?”

Communication: “Tell us about your past communication.”

Their Issues: “Tell us more about _____ “
“How do you usually handle these things? or
Is there anything u wish you had done differently?”

Other party's issues: “Tell us more about _____ .”

“Do you have anything to add?”

Legal Issues / Trial Preparation: Assess the strengths and weaknesses of each side
Analyze and understand the issues
Help parties generate realistic options
Talk about contested issues, settlement options, and trial preparation

Ask: “What is most important to you?”

Summarize: “So what you're saying is _____ , is that right?”

Check-In: “Is there anything we cannot repeat?”

Task each party: “While you're taking a break, we would ask you to think about ways to resolve this.”

- TAKE A BREAK -