

EXCEL 2012
- Anne Bachle Fifer -

Things Mediators Hate to Hear

... And How to Respond Well

What do you hate to hear from a mediation participant?



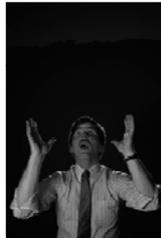
"My client can barely stand to be in the same room with this person, so my client will not be speaking during this mediation—I'll do all the talking."





"He's lying!"

"You weren't supposed to tell them that!"



Worksheet:
"Things Mediators
Hate to
Hear"



Worksheet:

“Things Mediators Hate to Hear”

- * Why do I hate hearing this?
- * What do I *wish* I could say? (vent!)
- * What would be a good mediator response?

“My client can barely stand to be in the same room with this person, so my client will not be speaking during this mediation—I’ll do all the talking.”





“He’s lying!”

"You weren't supposed to tell them that!"



*Practice a better response