



Mediation Acronyms

Process:

P – Prime

I – Identify

E – Explore

C – Create

E – Evaluate

S – Solve

Regarding people's positions, what are their....?

P – Priorities

E – Expectations

A – Assumptions

C – Concerns

H – Hopes

Underneath their positions, what are their....?

B – Beliefs

V – Values

F – Fears

N – Needs



Communication:

P – Patient

R – Respectful

O – Open

U – Understanding

D – Disclosing

Active Listening:

P – Paraphrase

R – Reflect feelings

O – Open questions

S - Summarize

P – Probe

E – Empathize

R – Reframe

Social Needs:

S – Standing/Status

C – Certainty

A – Autonomy

R – Relatedness

F – Fairness



Negotiation Lingo:

B – Best

A – Alternative

T – to

A – a

N – Negotiated

A – Agreement

W – Worst

A – Alternative

T – to

A – a

N – Negotiated

A – Agreement

M – Most

L – Likely

A – Alternative

T – to

A – a

N – Negotiated

A - Agreement