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Shake, Shuttle & Cajole: Seven Steps for Successful Mediators

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Shake, Shuttle & Cajole
Seven Steps for Successful Mediators

1. **Arena of Assignment** - Understanding who you are: jurisdiction & authority

2. **Establishing Credibility** - Your reputation, pre-meeting communication, entry into the case and use of a first joint meeting...

3. **Venting** - Facilitate catharsis & successfully disarm - “Talk to me”- empathize, answer questions and connect!

4. **“Consequencing”** – Making the parties question their own position

5. **Mediator Vision of Settlement** - Seeing is by asking – “What If...?”

6. **Coming to the Agreement** - Inter/Intra team diplomacy and getting movement

7. **Keys to Closure** - Capturing & finalizing the Settlement

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