Mediation Map
The Way from Disagreement/Conflict to Agreement/Cooperation

**Red Zone**
Stage: Defining
Conversation task:
- What matters to you?
  - What’s at stake?
  - Your underlying interests?
  - Your context/frame?
  - Needs vs. wants

**Yellow Zone**
Stage: Exploring
Conversation task:
- What might work?
  - Ideas
  - Options
  - Solutions
  - BATNA’s

**Green Zone**
Stage: Deciding
Conversation task:
- Our plan for the future:
  - Who, what, when, how, for how long, under what conditions, with what support, etc.

**Disagreement**  **Agreement**

Win-Lose thinking
“Me against you”
Focus: Our differences
Confrontation Phase

( ( ( Breakthrough ) ) )

Both-Gain thinking
“Us against the problem”
Focus: Our commonalities
Conciliation Phase

Progress rightward as we can, regress leftward as we must to complete unfinished tasks.

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