

Clearing Up Misunderstandings

This is the third course in Facilitated Solutions' *FOUNDATIONS OF CONFLICT RESOLUTION* training program.

Misunderstandings are what keep every professional mediator employed. This session outlines a practical process along with a set of skills that you can use to quickly clear up misunderstandings and prevent the unnecessary persistence and escalation of conflict (pinch) moments.

Key Objectives and Outcomes:

- To understand the structure and anatomy of misunderstandings
- To learn how to use the perspective check process as a road map to clear up misunderstandings
- To develop awareness of the inner cognitive disciplines required to effectively use this approach
- To understand a set of variations of the process to use in different contexts and circumstances

Training Modules:

Each training module in this course consists of an engaging video presentation that overviews a key concept or skill. Each training video has an accompanying resource page with questions for personal reflection. Students often like to download and print these to compile into a resource manual.

The course is capped off with a "Call to Action" module that challenges students to immediately apply and practice these new concepts and skills.

- 3.0 Introduction to Clearing Up Misunderstandings
- 3.1 The Perspective Check Process
- 3.2 Shift Judgment to Curiosity
- 3.3 Variations of the Perspective Check
- 3.4 Call to Action: Clearing Up Misunderstandings