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## Mediated Conversation Steps

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### Steps for a Connection Mediation

Step	Description
1	Mediator sets context and leads Quick Coherence Technique
2a	Person A Speaks (Observations, Feelings, Needs)
2b	Person B Repeats what s/he heard (Observations, Feelings, Needs)
3a	Person B Speaks (Observations, Feelings, Needs)
3b	Person A Repeats what s/he heard (Observations, Feelings, Needs)
4	Mediator Summarizes (Observations, Feelings, Needs) and pauses to ask each person to validate whether the summary is accurate before continuing
5	Mediator leads Heart Brain Insight
6a	Person A makes request of Person B to meet their needs Note: Mediator encourages request to be stated in specific, doable, positive language.
6b	Person B makes request of Person A to meet their needs Note: Mediator encourages request to be stated in specific, doable, positive language.

Quick Coherence Technique: <https://www.heartmath.org/resources/heartmath-tools/quick-coherence-technique-for-adults/>

Heart Brain Insight: Follow the Quick Coherence Technique (heart focus and feeling appreciation), silently ask heart for insight (What do I need to know?).

### Helpful Resources

5-minute Role Play Video of process: <https://www.youtube.com/watch?v=5fKRVFvn0ks>

NVC document with helpful hints:

[http://www.nonviolentcommunication.com/pdf\\_files/nvc\\_mediation\\_jjmanske.pdf](http://www.nonviolentcommunication.com/pdf_files/nvc_mediation_jjmanske.pdf)

Feelings Inventory: [http://www.nonviolentcommunication.com/pdf\\_files/feelings\\_needs.pdf](http://www.nonviolentcommunication.com/pdf_files/feelings_needs.pdf)

Needs Inventory: [https://www.cnvc.org/sites/default/files/needs\\_inventory\\_0.pdf](https://www.cnvc.org/sites/default/files/needs_inventory_0.pdf)