



Community Solutions of Central Oregon

MODULE 1 Videos

Conflict and the Role of the Mediator

Video: Conflict Resolution

<https://www.youtube.com/watch?v=KY5TWVz5ZDU>

Message: Conflict is a natural part of life. Most conflicts start out over something small.

Video: Conflict Is a Place of Possibility

<https://www.youtube.com/watch?v=WfQeH3092Sc>

Message: Conflict is inevitable. It won't go away. Don't hear the attack. Develop curiosity in difficult situations.

Video: Turn Toward Conflict

<https://www.youtube.com/watch?v=7glkfZNXLw>

Message: Bring the parties in conflict together. Restorative circle concepts. Does that sound like mediation? The three questions to ask.

Video: Conflict-Use It, Don't Defuse It

<https://www.youtube.com/watch?v=o97fVGTjE4w>

Message: Conflict can be a great energy source. What are the three reactions to conflict? The two magic ingredients of conflict: Vulnerability and Curiosity.

Video: Conflict Styles

<https://www.youtube.com/watch?v=hv9FEuk4Mhk>

Message: What is your conflict style?

Video: How to Talk to Your Dad: Turning Conflict Into Conversation

<https://www.youtube.com/watch?v=kzhJb5jcH58>

Message: What are the "Three Golden Questions"?

Video: What is Mediation?

<https://www.youtube.com/watch?v=DWgweDmDi2Q>

Message: Simple explanation of mediation.

Video: What is arbitration?

<https://www.youtube.com/watch?v=mFt2qOjO4Jc>

Message: An explanation of arbitration.

Video: The Walk From “NO” to “Yes”

https://www.youtube.com/watch?v=Hc6yi_FtoNo

Message: Go to the balcony.

Video: The Art of Negotiation

<https://www.youtube.com/watch?v=pjIPgJ1wBdM>

Message: Look for the 3 elements of negotiation.

Video: The Four Phases of Mediation

<https://www.youtube.com/watch?v=heUcre2d9wg>

Message: The mediator does a great job of explaining the process.

Video: Tenant-Landlord Mediation

<https://www.youtube.com/watch?v=j6JEpg10pbw>

Message: A good example of the type of case we mediate in court.

Video: Tenant-Landlord Mediation

<https://www.youtube.com/watch?v=Sm4bG3B9GBQ>

Message: Mediator does a great job of re-phrasing.

Video: Mediation Role Play

<https://www.youtube.com/watch?v=gYvrNQbwVwI>

Message: This is the type of family mediation we do a CS.

Video: A Neighbor to Neighbor Conflict Role Play

<https://www.youtube.com/watch?v=KS-ykB7nYiY>

Message: Good example of co-mediation. Mediators do a great job.