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SoSe 2025, IM\_Communication and Language

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**Topic:** Mediation

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## 1. Part

### Definition

*“Mediation is the process of talking to two separate people or groups involved in a disagreement to try to help them to agree or find a solution to their problems”*

- Voluntary process
- Neutral person (Mediator)
- Collective solution
- Confidentiality

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### Mediation in Business

**When?** Conflicts / Disputes

#### Advantages:

- Cost and time efficiency
- Preserves relationships
- Empowers participants
- Improves communication

#### Disadvantages:

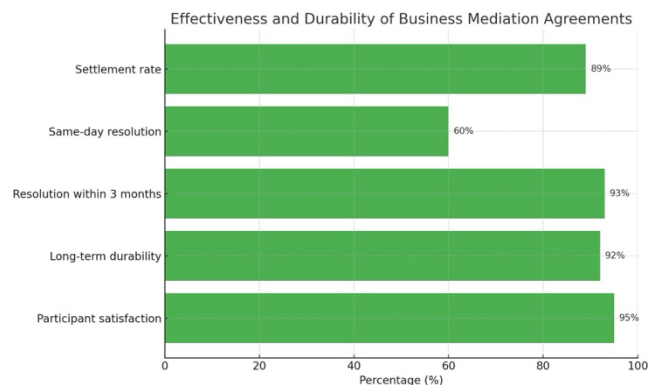
- No guaranteed outcome
- Non – binding agreements
- Power imbalances
- Emotional and psychological demands
- Cooperation required

#### Business Areas:

- Team conflicts, M&A situation, Start-ups,...

#### International Management:

- Cultural differences
  - Misunderstandings
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## 2. Part

### Roles

- Mediator
- Parties



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### Mediation in 5 Steps

0. Problem
1. Preperation / Introduction
2. Opening
3. Exploring Interests
4. Negotiation
5. Agreement



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### Typical Mistakes

- Mediator is biased
- Agressive negotiation
- Not willing to cooperate



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### Skills

- Neutrality
- Communication skills
- Problem solving skills
- Cultural intelligence,...



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### Group Tasks

1. Analytic of the situation
2. Create a mediative concept for deescalation
3. Answer the questions
4. Present to the class

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### Quiz

## Sources

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