

Introduction › 9

PREPARATION

- 1 Nine mediation roles › 26**
- 2 Conflict constellations › 28**
- 3 Power of numbers › 30**
- 4 VISC process choices › 32**
- 5 Stairs of escalation › 34**
- 6 Triads › 36**
- 7 Interests, rights and power › 38**
- 8 BATNA › 40**
- 9 Process design › 42**

EXPLORATION

- 10 Conflict domains › 46**
- 11 Seven Insights into conflicts › 48**
- 12 Conflict kaleidoscope › 50**
- 13 Conflict communication patterns › 52**
- 14 Transactional Analysis › 54**
- 15 Five Wonder Ws › 56**
- 16 Three perceptual positions › 58**
- 17 Brain structure › 60**
- 18 2 go 4 emotions › 62**
- 19 Hot-cold conflict behavior › 64**
- 20 Drama triangle › 66**
- 21 Levels of communication › 68**
- 22 ABCDE emotional disturbance › 70**
- 23 Four aspects of a message › 72**
- 24 Hierarchy of needs › 74**
- 25 Three kinds of interests › 76**
- 26 Positive reframing › 78**
- 27 Onion layers of interests › 80**
- 28 Conflict styles › 82**
- 29 Iceberg › 84**
- 30 Johari window › 86**
- 31 Turning point › 88**

CO-CREATION

- 32 Negotiation window › 92
- 33 Prisoner's dilemma › 94
- 34 Brainstorming › 96
- 35 De Bono's Hats › 98
- 36 Diverging and converging › 100
- 37 Mindmapping › 102
- 38 SWOT analysis › 104
- 39 ZOPA › 106
- 40 Circular questions › 108
- 41 Interpartiality › 110
- 42 Past impasse › 112
- 43 Brink bar › 114
- 44 Dynamic Judgment Formation › 116
- 45 SMART › 118
- 46 1st CLASS › 120
- 47 Logical levels › 122
- 48 Deming circle › 124
- 49 Leary circumplex › 126

COMPLETION

- 50 Cloke's cup › 130
- 51 Cultural dimensions › 132
- 52 Final question focus › 134
- 53 Triptych drawing › 136
- 54 Tops and tips wall › 138
- 55 Feedback › 140
- 56 Tasks of grief curve › 142
- 57 Core quadrant › 144
- 58 Scale walking › 146

Notes › 151

The authors › 154