

## *Mediation - Bite-Sized One Page Resource*

Having the ability to stay on track during a challenging interaction or negotiation requires a practical 'conversation navigation tool'

# *The C.U.D.S.A. Model*

**Confront** *Don't avoid it - confront sooner rather than later*

**Understand** *Ask, probe, encourage until you have clarity*

**Define it** *Have you defined the problem or issue from **their perspective?***

**Solutions?** *Take a collaborative, cards on the table approach*

**Agree** *What action, by whom, by when and follow-up/ report back*

### ***When might you use this?***

- Dealing with a complaint or attempting to resolve a misunderstanding
- Managing a disagreement between yourself and a team member
- Negotiating with a partner or stakeholder in your club or association
- Handling a dispute between two members of your team (*see self-teach video for more guidance*)

### ***How might you use this?***

- To prepare for a challenging conversation:
  - ✓ Identify some useful open questions and encouraging phrases, e.g. 'What's your experience?', 'Talk me through...' 'describe how you felt...'
  - ✓ Identify potential solutions (but stay open minded)
- To help guide you through the conversation and stay on track
  - ✓ Have a copy of CUDSA and your prep notes to hand
  - ✓ Inform the other party that you are taking notes to support the conversation - transparent, professional & shows your care enough to write things down.

## *Mediation - Check out the Self-Teach Video*