



Mediation: Conflict, Negotiation and Dispute Resolution for Lawyers

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MEDIATOR'S VOCABULARY

Don't say:

dispute

crisis

conflict

trouble

problem

lawsuit

action/cause of action

disagreement

Argument



MEDIATOR'S VOCABULARY

SAY THESE INSTEAD:

MEDIATOR'S VOCABULARY

Don't say:

breach

violation

infringement

story

side

angle

position

stance

liability

legal responsibility

fault

mistake

defect

error

blunder



MEDIATOR'S VOCABULARY

SAY THESE INSTEAD:

MEDIATOR'S VOCABULARY

Don't say:

feelings

you guys

why did you/why didn't you ...

just

really

uhm ...



MEDIATOR'S VOCABULARY

SAY THESE INSTEAD: