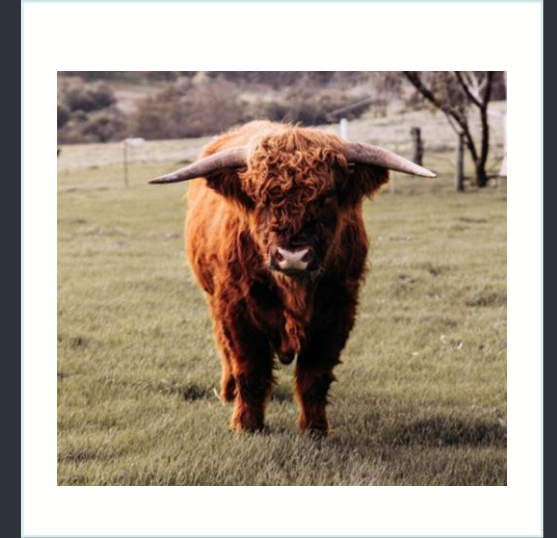
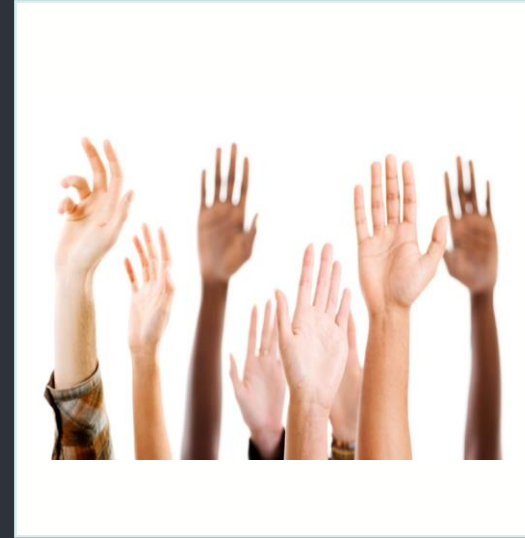


# Using Active Listening to Identify Other's Interests and Needs

Jennifer Poole, CPM  
Idaho Industrial Commission Mediator  
Resolution Empowered Mediation

# Pop Quiz

Are you  
A Good  
Listener?



# Roadblocks

- ▶ Controlling
- ▶ Judging
- ▶ Ignoring
- ▶ Blaming
- ▶ Patronizing
- ▶ Why Questions
- ▶ Advice Giving



# CRAVES

C – Clarify

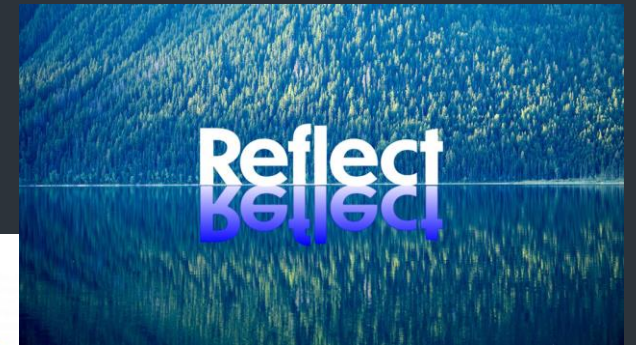
R – Restate/Reflect

A – Attend

V – Validate

E – Empathize

S – Summarize





# Nonverbals

- Kinesics
- Facial area
- Proxemics
- Haptics
- Paralanguage
- Appearance
- Chronemics

# The Mona Lisa Smile



## Paralanguage





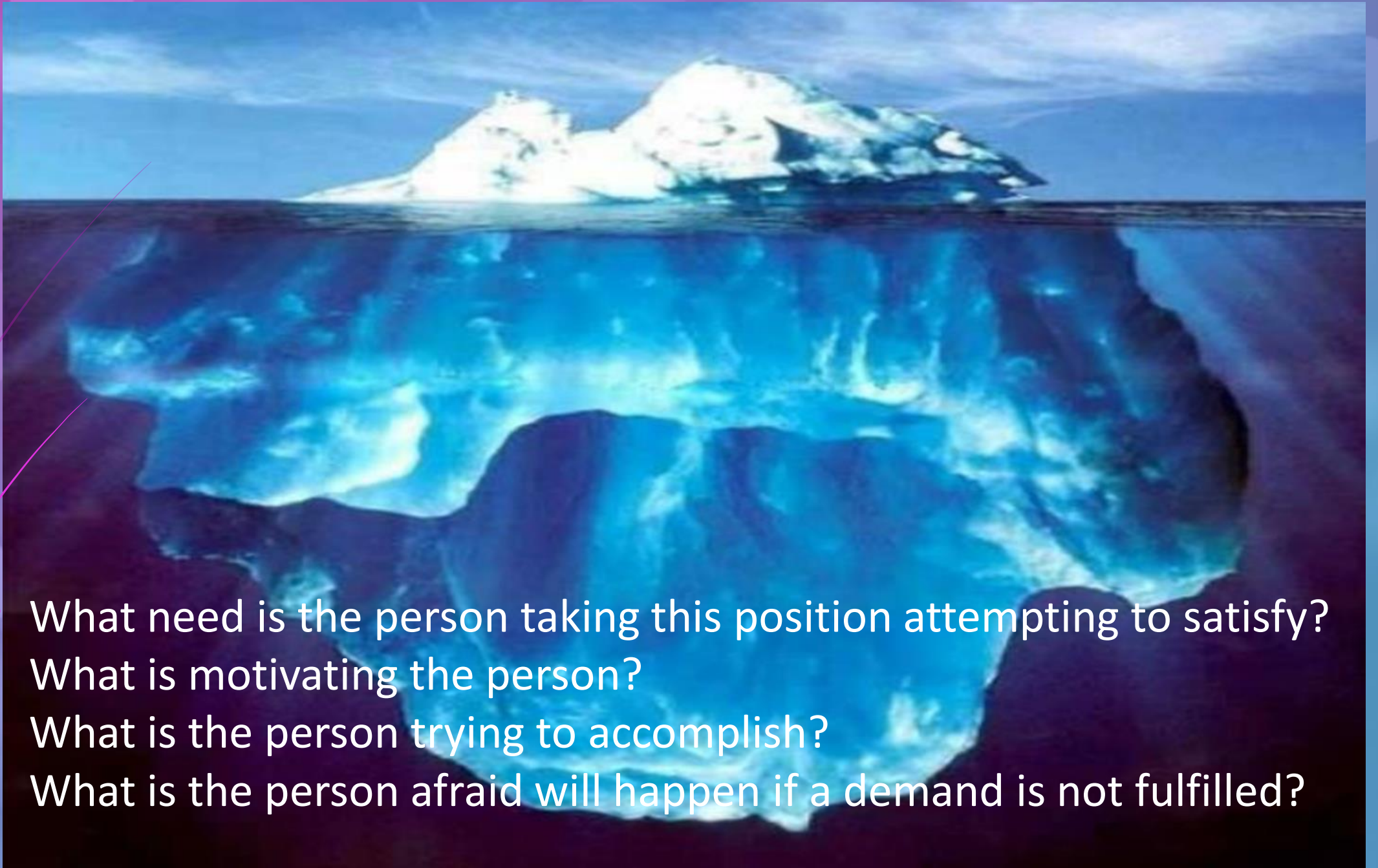
# Positions versus Interests

## Positions -

- What you decided you want in a particular situation.
- A specific solution.
- What you want.


## Interests -

- What caused you to decide.
- The specific needs which cause you to take a particular position.
- Why you want it.



What need is the person taking this position attempting to satisfy?  
What is motivating the person?  
What is the person trying to accomplish?  
What is the person afraid will happen if a demand is not fulfilled?





Position	Underlying Interest
Injured worker says - I am entitled to compensation.	???
Injured worker says - I need this surgery.	
Injured worker says - I can't go back to work.	
Employer says – I don't think it should be an accepted claim.	
Surety says – We want to settle out this claim.	



Discussion/Questions?