

# Facilitative Mediation Model

## 促進式調解模型

Pre-mediation Separate Meetings 調解前單獨會議

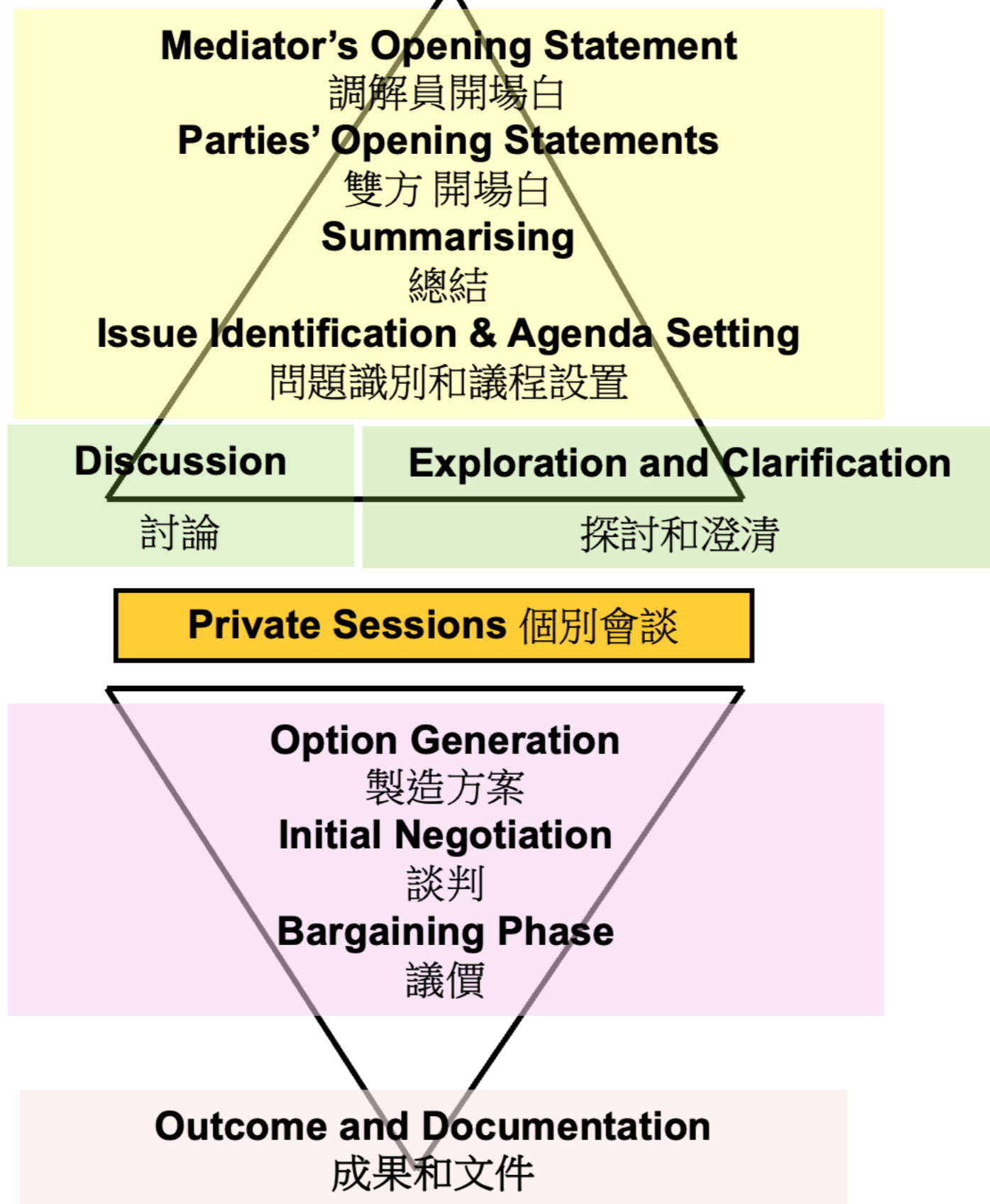
### PHASES 階段

1  
INFORMATION GATHERING  
資料收集

2  
EXPLORATION  
探討和理解

3  
NEGOTIATING TOWARDS AGREEMENT  
談判達成協議

4  
Settlement Agreement  
和解協議



### SKILLS 技巧

**ACTIVE LISTENING** 積極傾聽

**SUMMERISING** 總結

**REFRAMING** 框架重整

**QUESTIONING** 適當的提問

**PARAPHRASING** 復述

**EMPATHY** 同理心

**HYPOTHETICAL QUESTIONING**  
假設性提問

**REALITY TESTING, DOUBT CREATION, CHALLENGING**  
現實測試, 製造懷疑, 挑戰思維

**AGREEMENT WRITING**  
撰寫協議