



Mediation Institute
THE DISPUTE RESOLUTION
TRAINING AND
MEMBERSHIP SPECIALISTS

International Event Focus Topic:

ACTIVE LISTENING AND MEDIATOR QUESTIONS

**WITH
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3RD AUGUST 2024 - 10AM - 11AM (AFRICA EAT) 5PM - 6PM (AUSTRALIAN EST)

Active Listening

Active listening is an approach to listening where you fully concentrate on what is being communicated to you.

It goes beyond words and includes tone, body language, and any lack of congruity between them.

How to

1. **Be fully present** - you can't multitask while you are active listening
2. **Show your interest** - be interested and show it using non-verbal cues like eye contact and nodding. As a mediator don't use agreement sounds.
3. **Ask open-ended questions** - not leading or closed questions
4. **Paraphrasing and reflecting** - repeating back what is said confirms understanding
5. **Withhold judgement** - the purpose is to understand not to negate, offer opinions or advice.

Facilitating Active Listening

1. **Set the expectation and create a safe environment** - in your pre-mediation and in your opening remarks, let people know that they will be using active listening and give people the opportunity to speak without interruption or judgement.
2. **Model active listening** - during the parties opening statements demonstrate active listening.
3. **Encourage open ended questions** - demonstrate and encourage the use of open ended, clean questions to clarify before responding.
4. **Encourage reflective listening** - if parties are debating or deflecting ask them to paraphrase or summarise what they have heard. Get the speaker to confirm and if necessary repeat themselves.

Clean Questioning

Clean Questions are a way of getting clients to think more deeply about what they share without the mediator leading them or imposing their own biases or assumptions.

How to

1. Use active listening to identify the **key word or phrase**
2. Link your question by starting with **and**
3. Use the **6 W's** to make it easy

Who | What | When | Where | Why | How

Example Statement - I don't **trust him**

Example Clean Questions

- and who don't you trust?
- and what don't you trust about him?
- and when don't you trust him?
- and where don't you trust him?
- and why don't you trust him?
- and how do you know you don't trust him?
- and when you don't trust him, what happens then?

Notes:

Exercise

Objective: to practice your active listening and clean language questioning skills without leading the conversation. The goal is to explore the thoughts and feelings of the client without imposing your assumptions.

Duration: 20 minutes

Steps:

1. The facilitators will open breakout rooms. When you see a message pop up click on it to join your breakout. They will be groups of 2 people. There will be two rounds of 5 minutes. Each will get the chance to be the client and the mediator.
2. **Round 1** - client starts to tell the mediator about a conflict or issue. *Nothing too traumatic!* Mediator asks Clean Language Questions. Follow each response with another clean language question. After 5 minutes you'll be prompted to swap roles.
3. **Round 2** - repeat with a different issue. The client is now the mediator and the mediator the client.
4. **Group Debrief**– How was that? What do you want to share?

Notes:

Contact Information

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